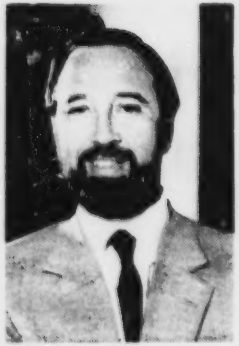
Transit for Physically Disabled Persons

1989 FACT BOOK

Ontario Ministry of Transportation

MESSAGE FROM THE MINISTER



It is my pleasure to introduce the fifth annual edition of the Fact Book on Transit for Physically Disabled Persons. Mobility is a key requirement for participation in the full range of society's activities. Recognizing that fact, the Province continues to encourage the expansion and improvement of special transit services to meet the needs of individuals with disabilities. It is encouraging to note the results in this Fact Book. They reflect the growing commitment of municipalities toward the introduction and expansion of services across the Province. The production and sharing of information through the Fact Book has proven to be most useful to municipal officials, transit administors, operators and other concerned individuals involved in the provision of special transit services. I trust that this edition will be equally informative and assist in the further development and improvement of the special transit services.

Sincerely,

WILLIAM WRYE
Minister of Transportation

91-05384/

FOREWORD

The Fact Book provides a summary of operating characteristics and results for those Ontario municipalities providing transit services for physically disabled persons during the 1989 calendar year.

The data in the Fact Book has been derived from information supplied by the individual systems. An attempt has been made to reflect comparable and consistent data for all systems by using common definitions for each data element.

The Fact Book is currently produced by the Ministry of Transportation and is published annually. In this respect, the document should prove to be a useful resource for municipal officials and transit administrators in continuing to review and to develop their respective systems.

Any inquiries concerning individual system data should be directed to the systems' contact persons. However, requests for additional copies or information of a general nature may be directed to:

Transit Office
Ministry of Transportation of Ontario
3rd Floor, West Tower
1201 Wilson Avenue
Downsview, Ontario
M3M 1J8
Telephone: (416) 235-4010

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INTRODUCTION

Transit services for physically disabled persons in Ontario have experienced significant change and growth during the past decade. Prior to 1979, there were only five (5) transit systems for physically disabled persons operating in the Province. This has grown to sixty-one (61) systems or 69 municipalities currently being subsidized through the Ministry of Transportation.

The services are becoming more visible in the community and are subject to increased scrutiny by passengers, other citizens, elected officials and interested groups, whose objectives, expectations and perspectives towards the services vary widely. The availability of uniform information sources should contribute to a greater understanding about the services, and lead to effective and constructive communications among the respective parties.

In addition, a comprehensive and consistent database will assist those providing services to share experiences and identify improvements towards more efficient and effective transit services for physically disabled persons.

Consequently, the Ministry of Transportation has introduced this Fact Book of transit statistics to meet the following objectives:

1. Promote a consistent and uniform database in order to facilitate comparisons among transit systems for physically disabled persons.

2. Increase the general level of understanding about transit services for physically disabled persons.

3. Provide a formal forum for information exchange with other provincial ministries, external agencies, service operators and interest groups.

4. Provide an opportunity for municipalities/ operators to share experiences in order to assist them in maximizing service productivity and

optimizing cost efficiency.

5. Assist local officials in relating their policies (fare level, eligibility requirements, etc.) and results (number of passengers, etc.) to other similar systems on a general level.

6. Assist communication between local elected officials and the management of transit systems for physically disabled persons, and further enhance managements' accountability to the public agencies and the public at large.

Data is presented in six categories. The first five categories (Registrants, Financial, Service, Vehicles, and Employees) contain information describing the type of service and scale of operation, and results documenting the amount of service provided, annual passengers, costs and revenues, etc. In the last category, Performance Indicators, data from the other five categories has been used to generate statistics on financial performance, cost effectiveness and efficiency, utilization, and productivity.

In order to achieve consistent and comparable data between systems, standard definitions are included in this report and should be read in conjunction with the applicable data.

Since the data for each system is affected by many factors, similarities and differences between various communities and transit operations should be carefully considered when making comparisons. The effectiveness of this report in providing a communications tool for sharing information and experiences depends on the cooperation and contributions of the municipalities in providing a complete set of consistent data, and on the users of the Fact Book to interpret it in its proper context.

PROVINCIAL FUNDING POLICIES

In 1989, the financial support provided by the Ministry of Transportation for the provision of transit for physically disabled persons was intended "**to assist municipalities to provide service to those individuals who, regardless of age, are unable to board regular transit facilities.**"

The eligibility of individual passengers is determined and enforced by each municipality. This generally requires a declaration of the person's inability to board regular transit facilities and may be ruled on by an eligibility committee or municipal official.

Funding for transportation for physically disabled persons is available to any municipality wishing to provide this type of service. Funding must be requested directly by a municipality for services operated. In 1989, the eligible **capital costs** incurred by municipalities were subsidized at the rate of 50 percent.

The operating subsidy was comprised of three components:

- Basic;
- Passenger Based; and
- Specialized Vehicle Subsidy.

The **Basic Operating Subsidy** amounts to 25 percent of the eligible costs, where service is provided using vehicles purchased with provincial funding assistance, or 30 percent of the eligible costs in cases where the service is provided using vehicles which were purchased without Provincial funding assistance.

For 1989, the **Passenger Based** subsidy rate was $3.15 per eligible passenger trip, (ie,excluding those trips made by attendants and companions). The minimum operating subsidy paid to any municipality was 50% of net cost. The maximum operating subsidy payable to any municipality was 75% of net cost.

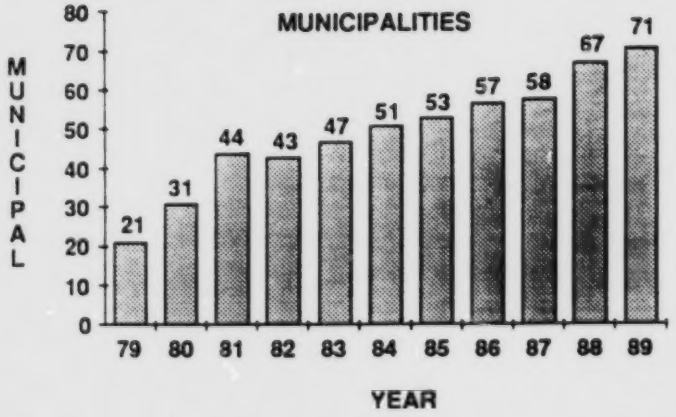
The **Specialized Vehicle Subsidy** applied to the operation of specialized or "purpose built" vehicles, such as the Orion II, designed specifically for transporting physically disabled persons. This additional subsidy was calculated at the rate of two percent (1%) in 1989.

Municipalities participating in the Provincial funding program, agree to recognize the eligible status of non-residents registered in other participating municipalities in [illegible]. Therefore, service may be requested in all other participating municipalities by an individual registered in a municipality receiving Provincial funding under this program.

SERVICE OPERATION SUMMARY

Although funding must be requested directly by a municipality, the service may be operated by the municipality directly, or by others on its behalf. The operational alternatives for providing specialized transportation services include concerned citizens, non-profit incorporated groups, service clubs, private contractors, taxi companies, municipal departments, and transit departments or commissions. A system may be comprised of one, or more than one, of these groups.

The following graph indicates the growth in the number of municipalities providing services from 21 municipalities in 1979 to 71 municipalities in 1989.



Advisory Committee

A municipality may find it useful to establish an advisory committee to aid in setting policy for the operator. This committee may be comprised of interested citizens,

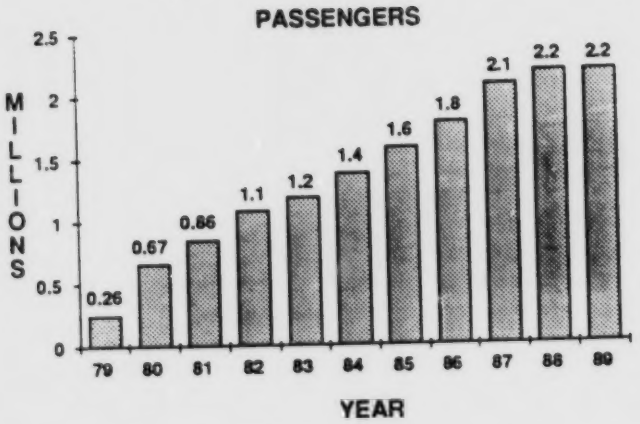
users, municipal officials or staff members from various municipal departments . As well, a separate eligibility committee could be established to determine the eligibility of the applicants for service. In 1989,*eight* municipalities indicated that they had not yet established an advisory committee.

Registrants

At the end of 1989, approximately *67,000* persons were registered as eligible for transit services for physically disabled persons, of which approximately *44%* were wheelchair registrants, *54%* were ambulatory registrants, and *2%* were temporary registrants.

Passengers

The total number of eligible passengers carried in 1989, per the provincial guideline, was approximately *2,183,796* of which approximately *45%* were wheelchair users and *55%* were ambulatory passengers. This compares with 257,000 passengers carried in the latter six months of 1979.The following graph illustrates the growth in the total number of passengers carried since 1979.



The annual increase in passengers carried across the Province has been:

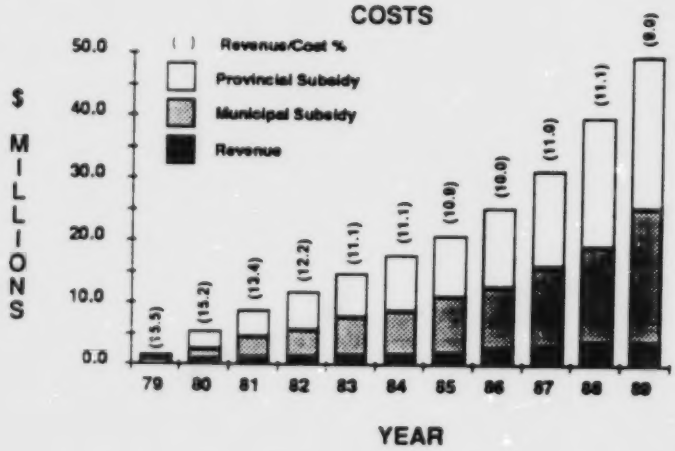
81/82	82/83	83/84	84/85	85/86	86/87	87/88	88/89
22%	18%	13%	14%	9.5%	20%	6%	4%

101,253 trips, or *five* percent of all trips, carried in 1989were attendants and companions.

Level of Service
A municipality may provide the level of service it deems appropriate. Municipalities, with conventional transit services, could use conventional transit hours and days of service as a guide. Municipalities without regular transit would determine the needs of disabled persons within the community and attempt to offer at least regular weekday services to match these needs.

Costs
In 1989, operating costs for transit services for physically disabled persons totalled approximately *$49,574,591*. Due to the nature of the services, the cost per passenger, which averaged *$22.70* in 1989, is significantly higher than the figure for conventional transit services. The average 1989 cost for conventional transit services was approximately *$1.50* per passenger.

Revenue
The total revenues in 1989 were approximately *$4,098,877*. In addition to revenue from regular service fares,which amounted to *$3,907,510*, a total of *$191,367* was received from other sources including contracts and charters, advertising and charitable cash donations. The following graph indicates the growth in the total operating costs and total revenues since 1979. The overall revenue to cost ratio for each year is indicated below the graph.



Financial donations received by a municipality from corporations, service clubs and private citizens may be used by the municipality to offset or augment its share of the cost of the services without affecting the level of subsidy, and in turn providing a potentially greater level of service than otherwise possible.

Service Type

Trip origins and destinations of physically disabled passengers in this type of service are widely dispersed and the specific pick-up and drop-off points for passengers is at the discretion of each municipality. According to the municipal policies, *15* systems operate from curb to curb, *29* systems operate from accessible door to accessible door and *18* systems operate from door to door. The selected policy can influence the productivity level of the system.

Fares

The municipality sets the passenger fares for transit services for physically disabled persons. These fares should be no less than the published fare rates of the conventional municipal transit system, or a minimum of fifty cents ($0.50) per one way trip in municipalities without a conventional transit system.

In 1989, the adult fares ranged from $*0.80* to $*3.00*. *Twenty-four (39%)* systems levied adult fares that were different than adult fares of the conventional transit system. *Twenty-Three (11%)* systems charged different fares for different passenger categories (i.e., student, children and senior citizens), and *29 (48%)* systems sold tickets, tokens, punchcards or monthly passes.

Vehicles

A variety of vehicles were used in providing transit service for physically disabled persons in 1989. In some municipalities, more than one type of vehicle was operated with or without the flexibility to transport both wheelchair and ambulatory passengers. The total vehicle fleet breakdown was: *54* sedans/station wagons, *123* modified vans, *178* small buses, and *164* purpose-built buses.

As with conventional transit, the demand for service for physically disabled persons differs for various time

periods. Typically, there will be a rush period in the morning corresponding with work start times and rehabilitation centre openings as well as afternoon return trips for work related trips and medical appointments. Evening and weekend service demands are low in comparison to the two daytime peak periods. The total number of vehicles operated in peak service in Ontario in 1989was *546* with *452* vehicles in midday service, *161* vehicles on Saturday and *100* on Sunday.

Non-dedicated vehicles (eg, taxis, sedans, livery) were used by *20* municipalities in providing transit services for eligible registrants. In 1989, approximately *468,500* passenger trips were made by non-dedicated vehicles, which accounted for *18%* of total passenger trips. These trips were provided at an average cost of $*7.87* per trip.

Employment

Transit services for physically disabled persons employed *1,233* people in Ontario for 1989. There were *574* full-time, *202* part-time, and *4* shared operators, plus *298* full-time, *98* part-time, and *37* shared other employees (reservationists, schedulers, dispatchers, vehicle maintenance employees, supervisory personnel and administrators).

Volunteer involvement can be very beneficial to a community and at least *20* volunteers performed such duties as reservationists, dispatchers or schedulers.

Note: It should be noted that the summaries presented in this section reflect the data as it is presented in the Fact Book. Corrections were not made for missing data.

DEFINITIONS/EXPLANATIONS

Service Start
The year in which transportation services for physically disabled persons commenced operations in the municipality.

Service Area
The geographic area served by the transit service.

Population Served
The total population within the service area.

Advisory Committee/Board of Directors
This is a group of concerned and knowledgeable citizens including members from various municipal departments whose main function is to develop policy. The committee determines the best operator of the service, determines if any co-ordination of services is possible, reviews applications for the disabled, sets service standards, and operating policies, etc.

Registrants

Eligibility Criterion
The provincial eligibility guideline for 1989 stated that services were for **"persons who regardless of age, are physically unable to board regular transit facilities."** However, interpretation varied between municipalities. Typical eligibility definitions include:

Unable to board:	Includes persons physically unable to climb three steps to board a regular transit vehicle.
Unable to use:	Includes persons unable to board plus persons unable to walk 175 m to a bus stop.
Unable to use with dignity:	Includes persons unable to board and unable to use, plus developmentally handicapped and visually impaired persons.

Eligibility Committee
A group separate from the Advisory Committee, made up of municipal officials or staff, representatives from medical agencies, or users of the system, who are responsible for reviewing applications and determining the eligibility of the applicants for the service. This group would be chaired by a member of the Advisory Committee.

User Registration

Users of the transit service should be **registered** with the system. However, registration procedures vary between municipalities. Passengers should carry **registration cards** to ensure that services are provided to eligible users and also to permit registrants access to services in other municipalities.

Waiting List
The number of persons on a waiting list as of December 31, 1989 waiting to be registered. Service providers should be encouraged to register all those persons eligible for service, regardless of whether there is sufficient availability of service. The registrants of the service should be serviced on a first come first service basis. The unmet demand would then be measured by the number of unaccommodated trips.

Eligible Registrants
The total number of people registered with the system as of December 31, 1989, including temporary registrants, who are deemed eligible as per the provincial eligibility criteria. The proportion of wheelchair users and ambulatory users is also indicated.

Other Registrants
The total number of registrants that are not deemed eligible as per the provincial guidelines.

Registration List Screening
An indication of how often the list of registrants is completely screened or updated to verify eligibility.

Attendants and Companions
An attendant is someone who must accompany the passenger to provide assistance. A companion is

someone who is not physically disabled and is not accompanying the passenger to provide assistance. Some systems permit companions where space is available.

Visitor Eligibility
An indication of whether a physically disabled person visiting from an outside municipality is eligible to use the service provided by the municipality.

Eligible Passenger Trips
The number of **one-way trips** made in 1989 on regular service by eligible passengers per the provincial guideline, including trips on non-dedicated services (taxis), contract and local charter service, and excluding all trips made by attendants. The proportion of wheelchair passengers and ambulatory passengers is also indicated. The number of trips on both dedicated and non-dedicated services is provided.

The number of one-way trips made by passengers who are not deemed eligible as per the provincial guideline, excluding all one way trips made by attendants and companions.

Attendant and Companion Trips
The number of one-way trips made by attendants and companions.

Trips by Trip Types
A municipality may normally classify trips for scheduling purposes using one or more of the following trip types:

Subscription:	Regular daily (4 to 5 days a week) trips scheduled with no call-in requirements.
Prebooked:	Trips made regularly but not every day (1 to 3 days a week), with no call-in required.
Reservations:	Trips not taken regularly and requiring an advance call-in. Minimum and maximum advance call-in times vary between municipalities, but by definition reserved trips must be booked at least 24 hours in advance.

Demand Response: Trips requested the same day as the trip is made.

Unaccommodated Trip Requests
The annual number of trip requests that cannot be accommodated at the time requested or at a reasonable alternative time on the same day due to insufficient service.

Cancelled Trips
The annual number of scheduled passenger trips which were later canceled by passengers.

No-Show Trips
The annual number of scheduled passenger trips for which passengers did not show when the vehicle arrived at the scheduled pick-up time.

Service

Service Type
The stated policy for type of service being operated within the municipality: either door-to-door, curb-to-curb, or accessible door to accessible door. If the type of service is to/from an accessible door, the definition of an accessible door is provided.

Daily Hours of Service
The beginning and ending times between which regular service is provided each weekday, Saturdays, Sundays, and Holidays. Hours of service may vary from one weekday to another; in these cases the beginning and ending times shown in the Fact Book are for the weekday with the longest hours of service.

Call-Ins
The minimum and maximum advance call-in times to book a trip provide an indication of the flexibility of system scheduling.

Scheduling and Dispatching Methods
The methods of making reservations, scheduling trips, and dispatching vehicles vary between municipalities and depend on whether they are done manually or are computer assisted.

Fare Structure
The fare structure that was in effect on December 31, 1989. Fare payment methods include cash, tickets, tokens, punchcards, monthly passes, and other media (such as annual passes, zone premiums, transfer charges, etc.). Fare categories include adults, children, students, senior citizens, attendants, companions, and others (such as unemployed, university/college students, etc.).

Comparison to Conventional Transit
For comparison, the fare structure and hours of service for the conventional transit service are provided. The hours of service for the conventional service are indicated as 'Longer', 'Shorter', or 'Same'.

If the adult fare for conventional transit is the same as for the transit for the physically disabled service, then this is indicated as 'Same'. If the conventional transit fare structure is different, including the concessional fares for seniors, students etc., then both are indicated. If the cash fare on the conventional service is the same, but the rest of the fare structure is different, then 'Different' is indicated. In municipalities where no conventional service is provided, 'No conventional' is indicated.

Vehicles

Vehicle Types
A variety of vehicles are used in transit for physically disabled persons. In some municipalities there are more than one type of vehicle which may or may not have the flexibility to transport both wheelchair and ambulatory disabled persons. The types of vehicles include sedans and stationwagons, modified vans, small buses, purpose-built buses, and others.

Stationwagons also includes unmodified mini-vans, and describes vehicles which are used for carrying ambulatory passengers.

Modified Vans are regular production vans or mini-vans with a raised roof and a lift or ramp mechanism for wheelchair access.

Small Buses are vehicles built on a standard production cab and chassis, and include school buses.

Purpose-Built buses are vehicles which are designed specifically for transporting physically disabled persons, such as the Orion II, and which are eligible for the Specialized Vehicle Subsidy.

The number of vehicles, the typical wheelchair and ambulatory capacity for each type of vehicle, and the average age in years for each vehicle type is provided. Within one system's fleet, the capacities of different vehicles of the same type may vary.

Vehicle Ownership
The vehicles used in the operation of the service for physically disabled persons may be owned and/or leased by the municipality, the transit commission, the contracted operator, or other organizations including hospital, service club/community group, non profit organization.

Vehicle Maintenance
The maintenance of vehicles may be undertaken by the municipality, by the transit authority, by the contracted operator, may be contracted out, or may be undertaken by others or other means (free service).

Fleet Distribution by Time of Day
The demand for service differs for various time periods and for various municipalities. The maximum number of revenue vehicles used during the time periods shown for the peak weekday and for Saturdays Sundays, and Holidays illustrates the variation in demand.

Revenue Vehicle Kilometres
The total distance travelled during 1989 by vehicles while in revenue service, **excluding** deadhead to and from the garage, maintenance, training, intermunicipal charter travel and non-dedicated service.

Total Vehicle Kilometres
The sum of revenue vehicle kilometres plus the deadhead kilometres to and from the garage, maintenance and training, excluding non-dedicated service.

Revenue Vehicle Hours
The sum of all vehicle hours scheduled to be in service, excluding non-dedicated services, deadhead to and from the garage, maintenance, and training.

Total Vehicle Hours
The sum of the revenue vehicle hours plus the deadhead to and from the garage, maintenance, and training, but excluding non-dedicated services.

Non-Dedicated Service (Taxis, Sedans)
Some municipalities make use of non-dedicated vehicles, such as taxis, sedans, or livery vehicles for the transportation of physically disabled persons. Usage is indicated by the total number of passenger trips by non-dedicated services and the number of operators under contract. The cost per trip for non-dedicated services may be determined by a flat rate, per hour, per kilometre, or by meter rate. In the case where the cost is determined by meter rate, the mechanism for verifying charges is described.

Employees

Full-time Employee
A person filling a full-time authorized post of the establishment with a minimum of 1,820 working hours annually.

Part-time Employee
An employee with a work assignment requiring less than 1,820 working hours annually.

Shared Employee
An employee whose duties are shared with other departments or services.

Volunteers
Persons donating their time for various responsibilities and positions without remuneration on a volunteer basis.

Operators
Includes all active and paid operators (drivers) excluding inactive revenue vehicle operators, those on extended sick leave, and student operators.

Office Staff
The number of paid employees involved in office operations including reservationists, schedulers, dispatchers, inspectors, and processing of registration applications.

Maintenance Staff
The number of paid maintenance employees including vehicle maintenance employees.

General Administration Staff
The number of paid employees in general administration including supervisory personnel, administrators, management and secretarial staff.

Operators Union
The name of the union and the local representing the operators of services for physically disabled. For comparison, the union and local representing operators of the conventional transit service is provided.

Wage Rates
The top hourly wage rates paid to operators and to maintenance employees, if applicable, as of December 31, 1989 excluding fringe benefits, premiums, and cost of living allowances. For comparison, top wage rates for the conventional transit service are provided.

Financial

Total Operating Cost
Total expenses incurred in the system operation, including:

- costs incurred for non-dedicated (taxi) services

- contractual costs for dedicated services (regardless of whether vehicles were purchased with or without provincial funding assistance)

- operating expenses incurred by municipal employees, including transportation, scheduling and dispatching (including computer-assisted), fuel,premises and plant, depreciation and debenture charges on non-subsidized

capital purchases, and other miscellaneous costs

•equipment and vehicle maintenance costs.

•general and administrative expenses.

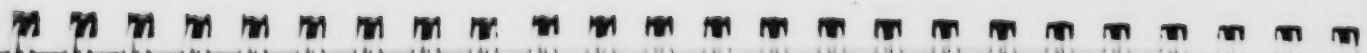
Total Operating Revenue
Total revenue derived from the system operation, including:

• farebox revenue

• fares collected from school charters or other local service within the municipality such as service contracts with institutions

• other operating revenues from such sources as advertising and promotional considerations.

Donations
Cash donations from corporations, service clubs, private individuals, etc. to defray operating costs. Donations are not included in the revenue figure used in calculating the Net Operating Cost. Donations form part of a municipality's share of the Net Operating Cost, or subsidy.



INDIVIDUAL SYSTEM STATISTICS

AJAX-PICKERING HANDI-TRANSIT

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: GEORGE L.J. PAPIK (416) 683-1179

OPERATIONS CONTACT: GEORGE L.J. PAPIK (416) 683-1179

SERVICE STARTED IN: January 1981
POPULATION SERVED: 90 000
SERVICE AREA (ha): 24 000

ADVISORY COMMITTEE? Yes
MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	
Unable to Use With Dignity	
Other	

ELIGIBILITY COMMITTEE? Yes
MEMBERS: 4

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	188	55%
- Ambulatory	123	36%
- Temporary	30	9%
Attendants/Companions	0	0%
Other (not eligible)	2	0%
TOTAL:	341	

HOW OFTEN LIST OF REGISTRANTS SCREENED

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

	Oper. Cost	Revenue
Dedicated	$ 0	
Non-Dedicated	$ 0	
TOTAL	$ 0	$ 0
NET OPERATING COST	$ 0	
Provincial Share	$ 0	
Municipal Share	$ 0	
Donations	$ 0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded.
Eligible - Wheelchair	N/A	0
- Ambulatory	N/A	0
Attendants/Companion	N/A	0
Other (not eligible)	N/A	0
TOTAL	N/A	0

TRIP TYPES

Subscription	N/A
Pre-booked	N/A
Reservation	N/A
Demand-Response	N/A

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 0
NO-SHOWS: 0

SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE
Weekdays - 08:45 to 23:00
Saturday - 08:45 to 20:00
Sunday -
Holidays -

CALL-INS: Min. 24 Hrs. Max. 14 Days

METHODS:	Manually	Computer
Registration		X
Reservations		X
Scheduling	X	
Dispatching		X

FARE STRUCTURE

	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.00	$0.85	
Child	$1.00	$0.85	
Student	$1.00	$0.85	
Senior	$1.00	$0.85	
Attendant	$1.00	$0.85	
Companion	$1.00	$0.85	
Other	$1.00	$0.85	

OTHER METHODS OF PAYING FARE: $2.00 Outside Service Area

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours
Fare Structure: Same

AJAX VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	6	5	6	4.0
Other				
TOTAL VEHICLES	6			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-4	4-6	6-9	9-12	12a
Peak Day	6	4	4	4	5	2	1	
Saturday	1	1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES
- Revenue: N/A
- Total: N/A

ANNUAL HOURS
- Revenue: N/A
- Total: N/A

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	5	4		
Office	1			
Maintenance				
Administration				
TOTAL	6	4		

OPERATOR'S UNION: CUPE LOCAL 126
Conventional Union: CUPE LOCAL 239

MAXIMUM WAGE RATES

		(Conventional)
Operators	$14.84	($14.84)
Maintenance	N/A	(N/A)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost

Net Operating Cost/Capita
Municipal Net Cost/Capita
Share of Net Cost - Provincial
- Municipal (incl Donations)

EFFICIENCY
(Dedicated Service Only)

Cost/Hour
Cost/Kilometre
Maintenance Cost/Kilometre

SERVICE

Registrants/Capita: 0.0040
Revenue Vehicle Hours/Capita
Trips/Capita
Trips by Non-Dedicated Service

EFFECTIVENESS

COST/TRIP - Dedicated
- Non-Dedicated

LABOUR PRODUCTIVITY

Hours/Operator

SERVICE UTILIZATION

Trips/Hour
Kilometres/Hour
Average Kilometres/Trip
Trips/Registrant
Unaccommodated Trip Requests
Cancellations
No-Shows

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle
Kilometres/Vehicle

AMHERSTBURG,ANDERDON & MALDEN

CARE-A-VAN

SERVICE OPERATED BY Non-Profit Organization

MUNICIPAL CONTACT VICTOR DOMAGALA
(519) 736-5401

OPERATIONS CONTACT DONNA GAUCHI
(519) 736-2520

SERVICE STARTED IN September 1988
POPULATION SERVED 16,298
SERVICE AREA (ha) 19,193

ADVISORY COMMITTEE? Yes
MEMBERS 5

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	
Unable to Use With Dignity	X
Other	
ELIGIBILITY COMMITTEE?	No
MEMBERS: Eligibility Determined By Admin. Staff	

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	57	39%
- Ambulatory	91	61%
- Temporary	1	1%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	149	

HOW OFTEN LIST OF REGISTRANTS SCREENED	X	
At Least Annually		
Every 2 or 3 Years		
Every 4 or 5 Years		
Not Within Past 5 Years		
COMPANIONS ALLOWED IF SPACE?		No
VISITORS ELIGIBLE?		Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	35,778	
Non-Dedicated	$	0	
TOTAL	$	35,778	$ 2,356
NET OPERATING COST	$	33,421	
Provincial Share	$	16,711	
Municipal Share	$	10,484	
Donations	$	6,226	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	652	0
- Ambulatory	1,280	0
Attendants/Companion	413	0
Other (not eligible)	0	0
TOTAL	2,325	0

TRIP TYPES

Subscription	0	0%
Pre-booked	0	0%
Reservation	1,912	82%
Demand-Response	0	0%
UNACCOMMODATED TRIP REQUESTS	0	
CANCELLED TRIPS	32	
NO-SHOWS	1	

SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE
Weekdays - 09:00 to 18:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., No Maximum

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.50		
Child:	$1.50		
Student:	$1.50		
Senior:	$1.50		
Attendant:			
Companion			
Other			

OTHER METHODS OF PAYING FARE: Trips
Outside Municipality - $4.00

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: No Conv. Service
Fare Structure: No Conv. Service

A.A. & M. VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
8-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	8	1.5
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Municipality MAINTENANCE: As Required

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day		1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES

Revenue	26,074
Total	26,074

ANNUAL HOURS

Revenue	2,016
Total	2,016

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1			
Office				
Maintenance				
Administration				
TOTAL	1	1		

OPERATOR'S UNION: NONE
Conventional Union: No Conventional Service

MAXIMUM WAGE RATES

		(Conventional)
Operators	$8.50	
Maintenance	N/A	

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 7%

Net Operating Cost/Capita	$2.05
Municipal Net Cost/Capita	$1.03
Share of Net Cost - Provincial	50%
- Municipal (incl Donations)	50%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$17.75
Cost/Kilometre	$1.37
Maintenance Cost/Kilometre	

SERVICE

Registrants/Capita	0.0080
Revenue Vehicle Hours/Capita	0.124
Trips/Capita	0.117
Trips by Non-Dedicated Service	

EFFECTIVENESS

COST/TRIP - Dedicated	$18.71
- Non-Dedicated	

LABOUR PRODUCTIVITY

Hours/Operator	2,016

SERVICE UTILIZATION

Trips/Hour	0.9
Kilometres/Hour	13.0
Average Kilometres/Trip	13.6
Trips/Registrant	12.8
Unaccommodated Trip Requests	
Cancellations	1.7%
No-Shows	0.1%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	2,016
Kilometres/Vehicle	26,074

BARRIE B.A.C.T.S.

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: K. COLUMBUS (705) 726-4242

OPERATIONS CONTACT: CHRIS PARKER (705) 737-2304

SERVICE STARTED IN: February 1980
POPULATION SERVED: 51,950
SERVICE AREA (ha): 7,720

ADVISORY COMMITTEE? Yes
MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	
Unable to Use With Dignity	X
Other	
ELIGIBILITY COMMITTEE?	Yes
MEMBERS:	7

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	265	60%
- Ambulatory	145	33%
- Temporary	30	7%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	440	

HOW OFTEN LIST OF REGISTRANTS SCREENED	
At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES:		Oper. Cost	Revenue
Dedicated	$	220,921	
Non-Dedicated	$	1,414	
TOTAL	$	222,335	$ 21,267
NET OPERATING COST	$	201,068	
Provincial Share	$	106,036	
Municipal Share	$	95,030	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded
Eligible - Wheelchair	8,900	0
- Ambulatory	6,874	280
Attendants/Companion	2,476	0
Other (not eligible)	0	0
TOTAL	18,280	280

TRIP TYPES		
Subscription	6,200	32%
Pre-booked	3,175	16%
Reservation	10,000	51%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS	75
CANCELLED TRIPS	1,895
NO-SHOWS:	213

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X - One Step Max.

HOURS OF SERVICE
Weekdays - 07:30 to 23:30
Saturday - 09:00 to 23:30
Sunday -
Holidays -

CALL-INS: No Minimum, Max. 14 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00	10/$10.	
Child:	$1.00	10/$10.	
Student:	$1.00	10/$10.	
Senior:	$1.00	10/$10.	
Attendant:	$1.00	10/$10.	
Companion:	$1.00	10/$10.	
Other:	$1.00	10/$10.	

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.85 cash

BARRIE VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	3	5	0	2.0
Small Buses	2	4	6	4.0
Purpose-Built				
Other				
TOTAL VEHICLES	5			

OWNERSHIP: Municipality MAINTENANCE: As Required

FLEET DISTRIBUTION BY TIME OF DAY

	8-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day	3	3	3	3	3	2	1	
Saturday		2	2	2	2	1	1	
Sunday								
Holidays								

ANNUAL KILOMETRES	
Revenue	108,000
Total	108,000
ANNUAL HOURS	
Revenue	7,461
Total	7,461
IS NON-DEDICATED SERVICE AVAILABLE? Yes	
NUMBER OF OPERATORS	1
PAYMENT METHOD	
Flat Rate/trip	
Per Hour	
Per Kilometre	X
Meter Rate	
PAYMENT VERIFICATION	
Billed Through Office	

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	3	5		
Office		2		
Maintenance				
Administration	1			
TOTAL	4	7		

OPERATOR'S UNION NONE
Conventional Union: CBRT, Local N/A

MAXIMUM WAGE RATES

		(Conventional)
Operators	$10.65	$10.55
Maintenance	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	10%
Net Operating Cost/Capita	$3.88
Municipal Net Cost/Capita	$1.83
Share of Net Cost - Provincial	53%
- Municipal (incl Donations)	47%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$29.61
Cost/Kilometre	$2.05
Maintenance Cost/Kilometre	$0.207

SERVICE

Registrants/Capita	0.0080
Revenue Vehicle Hours/Capita	0.144
Trips/Capita	0.329
Trips by Non-Dedicated Service	2%

EFFECTIVENESS

COST/TRIP - Dedicated	$13.17
- Non-Dedicated	$4.88

LABOUR PRODUCTIVITY

Hours/Operator	1,357

SERVICE UTILIZATION

Trips/Hour	2.2
Kilometres/Hour	14.0
Average Kilometres/Trip	6.4
Trips/Registrant	38.8
Unaccommodated Trip Requests	0.4%
Cancellations	11.1%
No-Shows	1.2%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,492
Kilometres/Vehicle	21,600

BELLEVILLE MOBILITY BUS

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: LINDA D. SASENIUK (613) 968-6481

OPERATIONS CONTACT: AL PARKHURST (613) 968-5886

SERVICE STARTED IN: February 1983
POPULATION SERVED: 35,479
SERVICE AREA (ha): 3,100

ADVISORY COMMITTEE? NO
MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use With Dignity	
Other	

ELIGIBILITY COMMITTEE?	No
MEMBERS: Eligibity Deter. By	
Medical/Health Professionals	
REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligble - Wheelchair	156	45%
- Ambulatory	92	27%
- Temporary	3	1%
Attendants/Companions	95	27%
Other (not eligible)	0	0%
TOTAL:	346	

HOW OFTEN LIST OF REGISTRANTS SCREENED:	
At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	No
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	56,877	
Non-Dedicated	$	0	
TOTAL:	$	56,877	$ 6,021
NET OPERATING COST:	$	50,856	
Provincial Share	$	30,580	
Municipal Share	$	20,298	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligble - Wheelchair	N/A	0
- Ambulatory	N/A	0
Attendants/Companion	N/A	0
Other (not eligible)	N/A	0
TOTAL	5,457	0

TRIP TYPES:	
Subscription	N/A
Pre-booked	N/A
Reservation	N/A
Demand-Response	N/A
UNACCOMMODATED TRIP REQUESTS:	0
CANCELLED TRIPS:	0
NO-SHOWS:	0

SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:00 to 23:45
Saturday - 08:00 to 17:30
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 7 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00		
Child:	$1.00		
Student:	$1.00		
Senior:	$1.00		
Attendant:	$0.90		
Companion:			
Other:			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

BELLEVILLE VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs)
S-Wagon/Sedan				
Modified Vans				
Small Buses	2	4	6	5.0
Purpose-Built				
Other				
TOTAL VEHICLES	2			

OWNERSHIP: Municipality MAINTENANCE Operator

FLEET DISTRIBUTION BY TIME OF DAY

	8-9	9-11	11-2	2-4	4-6	6-9	9-12	12s
Peak Day	1	1	1	1	1	1	1	
Saturday	1	1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES	
Revenue	25,310
Total	25,310
ANNUAL HOURS	
Revenue	3,160
Total	3,160
IS NON-DEDICATED SERVICE AVAILABLE?	No
NUMBER OF OPERATORS	
PAYMENT METHOD	
Flat Rate/trip	
Per Hour	
Per Kilometre	
Meter Rate	
PAYMENT VERIFICATION	

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1			
Office		1		
Maintenance		1		
Administration		2		
TOTAL	1	4		

OPERATOR'S UNION: NONE
Conventional Union: CBRT&GW, LOCAL 126

MAXIMUM WAGE RATES

		(Conventional)
Operators	$9.25	($15.15)
Maintenance	N/A	($15.99)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	11%
Net Operating Cost/Capita	$1.43
Municipal Net Cost/Capita	$0.57
Share of Net Cost - Provincial	60%
- Municipal (incl Donations)	40%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$18.00
Cost/Kilometre	$2.25
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita	0.0100
Revenue Vehicle Hours/Capita	0.089
Trips/Capita	0.154
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$10.42
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	3,160

SERVICE UTILIZATION

Trips/Hour	1.7
Kilometres/Hour	8.0
Average Kilometres/Trip	4.6
Trips/Registrant	15.8
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,580
Kilometres/Vehicle	12,655

BRANTFORD OPERATION LIFT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: W.A. COULSON (519) 756-4150

OPERATIONS CONTACT: LINDA HILL (519) 756-2170

SERVICE STARTED IN: December 1975
POPULATION SERVED: 77,000
SERVICE AREA (ha): 7,100

ADVISORY COMMITTEE? Yes
MEMBERS: 17

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use With Dignity	
Other	
ELIGIBILITY COMMITTEE?	Yes
MEMBERS: Eligibility Determined By Admin. Staff	4

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	N/A
- Ambulatory	N/A
- Temporary	N/A
Attendants/Companions	N/A
Other (not eligible)	N/A
TOTAL:	1,905

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES:		Oper. Cost		Revenue
Dedicated	$	228,938		
Non-Dedicated	$	0		
TOTAL	$	228,938	$	27,686
NET OPERATING COST	$	201,252		
Provincial Share	$	135,444		
Municipal Share	$	-13,574		
Donations	$	79,382		

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	N/A	0
- Ambulatory	N/A	0
Attendants/Companion	N/A	0
Other (not eligible)	N/A	0
TOTAL	25,893	0

TRIP TYPES:

Subscription	10,357
Pre-booked	7,767
Reservation	7,769
Demand-Response	0
UNACCOMMODATED TRIP REQUESTS	0
CANCELLED TRIPS:	837
NO-SHOWS:	208

SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:00 to 21:30
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 30 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00	20/$20.	
Child:			
Student:			
Senior:	$1.00		
Attendant:	$1.00		
Companion:	$1.00		
Other:			

OTHER METHODS OF PAYING FARE:
Board Of Education Contracts

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

BRANTFORD VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	6	4	6	5.0
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	6			

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-4	4-6	6-9	9-1	12+
Peak Day	4	4	4	4	3			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES
- Revenue 148,129
- Total 148,129

ANNUAL HOURS
- Revenue 8,735
- Total 8,735

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS -

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	4	1		
Office	1	1		
Maintenance				
Administration	1	2		3
TOTAL	6	4		3

OPERATOR'S UNION: NONE
Conventional Union: N/A

MAXIMUM WAGE RATES

		(Conventional)
Operators	$9.38	N/A
Maintenance	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	12%
Net Operating Cost/Capita	$2.61
Municipal Net Cost/Capita	$0.85
Share of Net Cost - Provincial	67%
- Municipal (incl Donations)	33%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$26.21
Cost/Kilometre	$1.55
Maintenance Cost/Kilometre	$0.122

SERVICE

Registrants/Capita	0.0250
Revenue Vehicle Hours/Capita	0.113
Trips/Capita	0.336
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$8.84
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,941

SERVICE UTILIZATION

Trips/Hour	3.0
Kilometres/Hour	17.0
Average Kilometres/Trip	5.7
Trips/Registrant	13.6
Unaccommodated Trip Requests	-
Cancellations	3.2%
No-Shows	0.8%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,456
Kilometres/Vehicle	24,688

BROCKVILLE PARA-TRANSIT

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: TED ALLAN
(613) 342-8772
OPERATIONS CONTACT: DEAN HUMBLE
(613) 345-7272

SERVICE STARTED IN: August 1986
POPULATION SERVED: 20,760
SERVICE AREA (ha): 21

ADVISORY COMMITTEE? Yes
MEMBERS: 14

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use With Dignity
- Other

ELIGIBILITY COMMITTEE? Yes
MEMBERS: Eligibility Determined By 0
Admin. Staff

REGISTRATION
REQUIRED? Yes
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:		
Eligible - Wheelchair	111	63%
- Ambulatory	51	34%
- Temporary	5	3%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	167	

HOW OFTEN LIST OF REGISTRANTS SCREENED:
- At Least Annually
- Every 2 or 3 Years: X
- Every 4 or 5 Years
- Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES:		Oper. Cost	Revenue
Dedicated	$	36,428	
Non-Dedicated	$	0	
TOTAL:	$	92,742	$ 6,814
NET OPERATING COST	$	85,928	
Provincial Share	$	45,475	
Municipal Share	$	36,029	
Donations	$	4,425	

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.
Eligible - Wheelchair	N/A	0
- Ambulatory	N/A	0
Attendants/Companion	N/A	0
Other (not eligible)	N/A	0
TOTAL	6,834	0

TRIP TYPES	
Subscription	50
Pre-booked	100
Reservation	5254
Demand-Response	200

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 419
NO-SHOWS: 10

SERVICE

TYPE: Door to Door: X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 07:00 to 22:00
Saturday - 07:00 to 19:00
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 30 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00		$35.00
Child:	$1.00		$35.00
Student:	$1.00		$35.00
Senior:	$1.00		$35.00
Attendant:	$1.00		$35.00
Companion:	$1.00		$35.00
Other:	$1.00		$35.00

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Same
Fare Structure: Same

BROCKVILLE VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	7	5.0
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Contractor MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	1	1	1	1	1	1		
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES
- Revenue 38,656
- Total 38,656

ANNUAL HOURS
- Revenue 3948
- Total 3948

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS -

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1	1		
Office	1	1		
Maintenance				
Administration	-	1		
TOTAL	2	3		

OPERATOR'S UNION: None
Conventional Union: CUPE, LOCAL 115

MAXIMUM WAGE RATES

		(Conventional)
Operators	$8.92	($11.13)
Maintenance	$15.00	($14.39)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	7%
Net Operating Cost/Capita	$4.14
Municipal Net Cost/Capita	$1.95
Share of Net Cost - Provincial	53%
- Municipal (incl Donations)	47%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$23.49
Cost/Kilometre	$2.40
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita	0.0080
Revenue Vehicle Hours/Capita	0.19
Trips/Capita	0.33
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$13.57
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	2632

SERVICE UTILIZATION

Trips/Hour	1.7
Kilometres/Hour	9.8
Average Kilometres/Trip	5.7
Trips/Registrant	40.9
Unaccommodated Trip Requests	-
Cancellations	6%
No-Shows	0.1%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	3,948
Kilometres/Vehicle	38,656

BURK'S FALLS PARA-BUS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: J W OSBORNE (705) 382-3138

OPERATIONS CONTACT: J W OSBORNE (705) 382-3138

SERVICE STARTED IN: October 1988
POPULATION SERVED: 903
SERVICE AREA (ha): 316
ADVISORY COMMITTEE? Yes
MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use With Dignity	
Other - Phys. Limit.	
ELIGIBILITY COMMITTEE?	No
MEMBERS: Eligibility Descr. By Medical/Health Professional	
REGISTRATION REQUIRED?	No
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	N/A	N/A
- Ambulatory	N/A	N/A
- Temporary	N/A	N/A
Attendants/Companions	N/A	N/A
Other (not eligible)	N/A	N/A
TOTAL:		

HOW OFTEN LIST OF REGISTRANTS SCREENED	
At Least Annually	
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	1 296	
Non-Dedicated	$	0	
TOTAL	$	1 296	$ 410
NET OPERATING COST	$	886	
Provincial Share	$	443	
Municipal Share	$	443	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	80	0
- Ambulatory	100	0
Attendants/Companion	0	0
Other (not eligible)	0	0
TOTAL	180	0

TRIP TYPES:

Subscription	80	44%
Pre-booked	0	0%
Reservation	20	11%
Demand-Response	80	44%
UNACCOMMODATED TRIP REQUESTS	0	
CANCELLED TRIPS	0	
NO-SHOWS:	0	

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:
Weekdays - 08:30 to 16:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., No Maximum

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.50	10/$15.00	
Child:	$1.50	10/$15.00	
Student:	$1.50	10/$15.00	
Senior:	$1.00-Wed. Only		
Attendant:			
Companion:			
Other:			

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: No Conv. Service
Fare Structure: No Conv. Service

BURK'S FALLS VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	2	6	10
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-4	4-6	6-8	8-1	12+
Peak Day	1	1	1					
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES
- Revenue: N/A
- Total: N/A

ANNUAL HOURS
- Revenue: N/A
- Total: N/A

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators				1
Office			1	
Maintenance				
Administration			1/2	
TOTAL			1/2	1

OPERATOR'S UNION: None
Conventional Union: No Conv Service

MAXIMUM WAGE RATES

		(Conventional)
Operators	N/A	-
Maintenance	N/A	-

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 32%

Net Operating Cost/Capita	$0.86
Municipal Net Cost/Capita	$0.49
Share of Net Cost - Provincial	50%
- Municipal (incl Donations)	50%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	-
Cost/Kilometre	-
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita	-
Revenue Vehicle Hours/Capita	-
Trips/Capita	0.186
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$7.20
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator -

SERVICE UTILIZATION

Trips/Hour	-
Kilometres/Hour	-
Average Kilometres/Trip	-
Trips/Registrant	-
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	-
Kilometres/Vehicle	-

BURLINGTON HANDI - VAN

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: ROBERT YOUNG
(416) 335-7753

OPERATIONS CONTACT: DON HAMMOND
(416) 335-7787

SERVICE STARTED IN: 1973
POPULATION SERVED: 120,000
SERVICE AREA (ha): 18,900

ADVISORY COMMITTEE? Yes
MEMBERS: 5

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	
Unable to Use With Dignity	
Other	

ELIGIBILITY COMMITTEE? Yes
MEMBERS: Eligibility Determined By 5
Admin. Staff

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	350	67%
- Ambulatory	160	31%
- Temporary	10	2%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	520	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE?

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	334,454	
Non-Dedicated	$	0	
TOTAL	$	335,804	$ 25,502
NET OPERATING COST:	$	310,056	
Provincial Share	$	155,056	
Municipal Share	$	155,056	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	15,709	0
- Ambulatory	8,075	0
Attendants/Companion	1,557	0
Other (not eligible)	0	0
TOTAL	25,341	0

TRIP TYPES:

Subscription	0	0%
Pre-booked	12,670	50%
Reservation	8,870	35%
Demand-Response	3,801	10%

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 0
NO-SHOWS: 0

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X MAX. ONE STEP

HOURS OF SERVICE:
Weekdays - 07:00 to 00:15
Saturday - 08:00 to 23:00
Sunday - 09:00 to 17:00
Holidays -

CALL-INS: Minimum 24 Hrs., No Max.

METHODS:

	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.10	10/$11.	
Child:	$1.10	10/$11	
Student:	$1.10	10/$11	
Senior:	$1.10	10/$11	
Attendant:	$1.10	10/$11	
Companion:	$1.10	10/$11	
Other:	$1.10	10/$11	

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Same
Fare Structure: Same

BURLINGTON VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	7	7	7	4.0
Purpose-Built				
Other				
TOTAL VEHICLES:	7			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

	8-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day	3	5	5	5	2	1	1	
Saturday		1	1	1	1	1		
Sunday		1	1	1	1			
Holidays		1	1	1	1	1		

ANNUAL KILOMETRES:	
Revenue:	214,825
Total:	214,825
ANNUAL HOURS:	
Revenue	9,672
Total:	9,672
IS NON-DEDICATED SERVICE AVAILABLE?	Yes
NUMBER OF OPERATORS:	1
PAYMENT METHOD:	
Flat Rate/trip	
Per Hour	
Per Kilometre	
Meter Rate	X
PAYMENT VERIFICATION:	

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	5	3		
Office	1	1		
Maintenance		1		
Administration		1		
TOTAL	6	6		

OPERATOR'S UNION: CUPE, LOCAL 2723
Conventional Union: CUPE, LOCAL 2723

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$14.34	($14.34)
Maintenance:	$17.09	($17.09)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	8%
Net Operating Cost/Capita	$2.58
Municipal Net Cost/Capita	$1.29
Share of Net Cost - Provincial	50%
- Municipal (incl. Donations)	50%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$33.88
Cost/Kilometre	$1.58
Maintenance Cost/Kilometre	$0.282

SERVICE

Registrants/Capita:	0.0040
Revenue Vehicle Hours/Capita:	0.082
Trips/Capita:	0.186
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$14.06
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,519

SERVICE UTILIZATION

Trips/Hour	2.4
Kilometres/Hour	22.0
Average Kilometres/Trip	9.0
Trips/Registrant	45.7
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,410
Kilometres/Vehicle	30,689

CAMBRIDGE DISABLED SERVICE

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: GARY STOCKFORD (519) 623-1340

OPERATIONS CONTACT: ROY SIMINOSKI (519) 625-1340

SERVICE STARTED IN: March 1978
POPULATION SERVED: 86,000
SERVICE AREA (ha): 11,381

ADVISORY COMMITTEE? NO
MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use With Dignity	
Other	

ELIGIBILITY COMMITTEE?	No
MEMBERS: Elig. Deter. By	
Medical/Health Professional	

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	113	29%
- Ambulatory	272	71%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	385	

HOW OFTEN LIST OF REGISTRANTS SCREENED:	X
At Least Annually	
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	123,056	
Non-Dedicated	$	35,153	
TOTAL:	$	158,209	$ 16,064
NET OPERATING COST:	$	142,125	
Provincial Share	$	80,745	
Municipal Share	$	61,380	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	N/A	0
- Ambulatory	N/A	0
Attendants/Companion	N/A	0
Other (not eligible)	N/A	0
TOTAL	7,871	5,734

TRIP TYPES

Subscription	3,900	29%
Pre-booked	0	0%
Reservation	0	0%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS	10
CANCELLED TRIPS	1,081
NO-SHOWS:	6

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X Main Entrance Only

HOURS OF SERVICE
Weekdays - 08:00 to 23:00
Saturday - 12:00 to 17:00
Sunday -
Holidays -

CALL-INS: No Minimum , Max. 29 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.40		
Child:	$1.00		
Student:	$1.00		
Senior:	$1.00		
Attendant:			
Companion:			
Other:			

OTHER METHODS OF PAYING FARE:
$2.80 Kitchener Trip

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Different, $1.00 cash

CAMBRIDGE VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	3	5	6	3.0
Purpose-Built				
Other				
TOTAL VEHICLES	3			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day	2	2	2	2	2	1	1	
Saturday			1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES	
Revenue	74,272
Total	74,272
ANNUAL HOURS	
Revenue	4,875
Total	5,077

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS	1
PAYMENT METHOD	
Flat Rate/trip	X
Per Hour	
Per Kilometre	
Meter Rate	X
PAYMENT VERIFICATION	

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	2	1		
Office	1			
Maintenance			1	
Administration				
TOTAL	3	1	1	

OPERATOR'S UNION: ATU, LOCAL 1606
Conventional Union: ATU, LOCAL 1606

MAXIMUM WAGE RATES

		(Conventional)
Operators	$12.33	($12.33)
Maintenance	$14.39	($14.39)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	10%
Net Operating Cost/Capita	$1.65
Municipal Net Cost/Capita	$0.71
Share of Net Cost - Provincial	57%
- Municipal (incl Donations)	43%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$25.24
Cost/Kilometre	$1.86
Maintenance Cost/Kilometre	$0.1.96

SERVICE

Registrants/Capita	0.0040
Revenue Vehicle Hours/Capita	0.057
Trips/Capita	0.155
Trips by Non-Dedicated Service	43%

EFFECTIVENESS

COST/TRIP - Dedicated	$16.25
- Non-Dedicated	$ 6.14

LABOUR PRODUCTIVITY

Hours/Operator	1,850

SERVICE UTILIZATION

Trips/Hour	1.6
Kilometres/Hour	15.0
Average Kilometres/Trip	9.8
Trips/Registrant	34.5
Unaccommodated Trip Requests	0.1%
Cancellations	8.1%
No-Shows	0.1%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,625
Kilometres/Vehicle	24,757

CHATHAM
CHATHAM TRANSIT

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: BLAIR ANDERSON
(519) 436-3278

OPERATIONS CONTACT: REG DENURE
(519) 352-1820

SERVICE STARTED IN: April 1973
POPULATION SERVED: 42,000
SERVICE AREA (ha): 2,812

ADVISORY COMMITTEE? NO
MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use With Dignity	X
Other	

ELIGIBILITY COMMITTEE?: No
MEMBERS: Elig. Detsr. By
Administrative Staff

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	262	67%
- Ambulatory	125	32%
- Temporary	6	2%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	393	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE? No
VISITORS ELIGIBLE? No

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	63,000	
Non-Dedicated	$	0	
TOTAL:	$	63,000	$ 8,400
NET OPERATING COST:	$	54,600	
Provincial Share	$	33,300	
Municipal Share	$	14,300	
Donations	$	7,000	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	3,226	0
- Ambulatory	1,611	0
Attendants/Companion	0	0
Other (not eligible)	1,013	0
TOTAL	5,850	0

TRIP TYPES:

Subscription	2,925	50%
Pre-booked	878	15%
Reservation	1,755	30%
Demand-Response	292	5%

UNACCOMMODATED TRIP REQUESTS: 8
CANCELLED TRIPS: 492
NO-SHOWS: 7

SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:00 to 23:00
Saturday - 09:00 to 18:00
Sunday - 09:00 to 14:00
Holidays -

CALLING: Minimum 24 Hrs., Max. 7 Days

METHODS:	Manually	Computer
Registration		X
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.40		
Child:	$1.40		
Student:	$1.40		
Senior:	$1.40		
Attendant:	$1.40		
Companion:			
Other:			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Route: Longer
Fare Structure: Different, $0.85 cash

CHATHAM VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	4	2.0
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day	1	1	1	1	1	1		
Saturday	1	1	1	1	1			
Sunday		1	1					
Holidays								

ANNUAL KILOMETRES	
Revenue	N/A
Total	N/A
ANNUAL HOURS	
Revenue	3,550
Total	3,550

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS -
PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1	1		
Office		1		
Maintenance		1		
Administration		1		
TOTAL	1	4		

OPERATOR'S UNION NONE
Conventional Union NONE

MAXIMUM WAGE RATES

		(Conventional)
Operators	$9.50	($12.05)
Maintenance	$13.20	($13.20)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	13%
Net Operating Cost/Capita	$1.30
Municipal Net Cost/Capita	$0.51
Share of Net Cost - Provincial	61%
- Municipal (incl Donations)	39%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$17.75
Cost/Kilometre	-
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita	0.0080
Revenue Vehicle Hours/Capita	0.085
Trips/Capita	0.115
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$13.03
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	2,367

SERVICE UTILIZATION

Trips/Hour	1.4
Kilometres/Hour	-
Average Kilometres/Trip	-
Trips/Registrant	12.3
Unaccommodated Trip Requests	0.2%
Cancellations	10.2%
No-Shows	0.1%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	3,550
Kilometres/Vehicle	-

COBOURG WHEELS

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: DONNA PEARSE
(416) 372-4555

OPERATIONS CONTACT: GARTH HAGGERTY
(416) 372-3300

SERVICE STARTED IN: June 1984
POPULATION SERVED: 13,291
SERVICE AREA (ha): 1,562

ADVISORY COMMITTEE? Yes
MEMBERS: 12

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use With Dignity	
Other	

ELIGIBILITY COMMITTEE? No
MEMBERS: Elig. Detar. By Medical Health Professionals

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	Yes
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	120	58%
- Ambulatory	88	42%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	208	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	
Every 2 or 3 Years	X
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE? No
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	27,513	
Non-Dedicated	$	0	
TOTAL:	$	27,513	$ 12,997
NET OPERATING COST	$	14,516	
Provincial Share	$	10,666	
Municipal Share	$	-442	
Donations	$	4,070	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	2,264	0
- Ambulatory	1,083	0
Attendants/Companion	674	0
Other (not eligible)	0	0
TOTAL	4,021	0

TRIP TYPES:

Subscription	1,961	49%
Pre-booked	0	0%
Reservation	2,060	51%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS	10
CANCELLED TRIPS	30
NO-SHOWS	15

SERVICE

TYPE: Door to Door

Curb to Curb	X
Accessible Door	

HOURS OF SERVICE:

Weekdays	08:00 to 17:00
Saturday	-
Sunday	-
Holidays	-

CALL-INS: Minimum 24 Hrs., No Max.

METHODS:

	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00		
Child:	$1.00		
Student:	$1.00		
Senior:	$1.00		
Attendant:	$1.00		
Companion:			
Other:			

OTHER METHODS OF PAYING FARE: School Board Contracts ($4.50/Trip)

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours:	Longer
Fare Structure:	Different, $0.65 cash

COBOURG VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	1	3	4	5.0
Small Buses	1	4	4	1.0
Purpose-Built				
Other				
TOTAL VEHICLES	2			

OWNERSHIP: Municipality MAINTENANCE Contract Out

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day	1	1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES

Revenue	26,241
Total	26,241

ANNUAL HOURS

Revenue	2,250
Total	2,250

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS -

PAYMENT METHOD

- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1	3		
Office				
Maintenance				
Administration		1		
TOTAL	1	4		

OPERATOR'S UNION: NONE

Conventional Union: NONE

MAXIMUM WAGE RATES

		(Conventional)
Operators		
Maintenance	$8.00	($8.93)
	N/A	($12.63)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	47%
Net Operating Cost/Capita	$1.00
Municipal Net Cost/Capita	$0.27
Share of Net Cost - Provincial	75%
- Municipal (incl Donations)	25%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$12.18
Cost/Kilometre	$1.05
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita	0.0150
Revenue Vehicle Hours/Capita	0.170
Trips/Capita	0.252
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$8.22
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	904

SERVICE UTILIZATION

Trips/Hour	1.5
Kilometres/Hour	12.0
Average Kilometres/Trip	7.8
Trips/Registrant	16.2
Unaccommodated Trip Requests	0.3%
Cancellations	0.9%
No-Shows	0.4%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,130
Kilometres/Vehicle	13,121

COLLINGWOOD A.C.T.S.

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: K. ASTILL
(705) 445-1292
OPERATIONS CONTACT: HOWARD HAWSON
(705) 445-5823

SERVICE STARTED IN: June 1990
POPULATION SERVED: 12,500
SERVICE AREA (ha): 4,860

ADVISORY COMMITTEE? Yes
MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	X
Unable to Use With Dignity	
Other	

ELIGIBILITY COMMITTEE? Yes
MEMBERS: 5

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	27	31%
- Ambulatory	57	65%
- Temporary	4	5%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	88	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	
Every 2 or 3 Years	X
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	No

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	38,391	
Non-Dedicated	$	0	
TOTAL:	$	38,391	$ 312
NET OPERATING COST:	$	38,079	
Provincial Share	$	18,040	
Municipal Share	$	18,039	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	150	0
- Ambulatory	162	0
Attendants/Companion	0	0
Other (not eligible)	0	0
TOTAL	312	0

TRIP TYPES:

Subscription	0	0%
Pre-booked	0	0%
Reservation	0	0%
Demand-Response	312	100%

UNACCOMMODATED TRIP REQUESTS:	0
CANCELLED TRIPS:	45
NO-SHOWS:	4

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:
Weekdays - 08:00 to 17:00
Saturday - 08:00 to 17:00
Sunday -
Holidays -

CALL-INS: No Minimum, No Maximum

METHODS:

	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00		
Child:	$1.00		
Student:	$1.00		
Senior:	$1.00		
Attendant:	$1.00		
Companion:	$1.00		
Other:			

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

COLLINGWOOD VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
8-Wagon/Sedan				
Modified Vans	1	4	6	1.0
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY

	8-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day	1	1	1	1	1			
Saturday	1	1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES
- Revenue: 2,510
- Total: 2,510

ANNUAL HOURS
- Revenue: 2,736
- Total: 2,736

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1	1		
Office		1		
Maintenance		1		
Administration				
TOTAL	1	3		

OPERATOR'S UNION: NONE
Conventional Union: NONE

MAXIMUM WAGE RATES

		(Conventional)
Operators	$8.65	($8.65)
Maintenance	$10.00	$10.00

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 1%

Net Operating Cost/Capita	$2.60
Municipal Net Cost/Capita	$1.44
Share of Net Cost - Provincial	50%
- Municipal (incl Donations)	50%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$13.30
Cost/Kilometre	$14.50
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita	0.070
Revenue Vehicle Hours/Capita	0.219
Trips/Capita	0.025
Trips by Non-Dedicated Service	

EFFECTIVENESS

COST/TRIP - Dedicated	$116.64
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,824

SERVICE UTILIZATION

Trips/Hour	0.1
Kilometres/Hour	0.9
Average Kilometres/Trip	8.0
Trips/Registrant	3.5
Unaccommodated Trip Requests	-
Cancellations	14.4%
No-Shows	1.3%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,736
Kilometres/Vehicle	2,510

CORNWALL HANDI-TRANSIT

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: SHERMAN GOODWIN
(613) 933-6177

OPERATIONS CONTACT: SHERMAN GOODWIN
(613) 933-6177

SERVICE STARTED IN: August 1981
POPULATION SERVED: 46,500
SERVICE AREA (ha): 6,345

ADVISORY COMMITTEE? No
MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	
Unable to Use With Dignity	X
Other	
ELIGIBILITY COMMITTEE?	NO
MEMBERS: Eligibility Detar. By Medical/Health Professionals	

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	298	29%
- Ambulatory	729	71%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	1,027	

HOW OFTEN LIST OF REGISTRANTS SCREENED:	
At Least Annually	
Every 2 or 3 Years	X
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated:	$	235,706	
Non-Dedicated	$	0	
TOTAL:	$	235,706	$ 19,439
NET OPERATING COST	$	216,267	
Provincial Share	$	108,134	
Municipal Share	$	108,133	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	8,186	0
- Ambulatory	8,007	0
Attendants/Companion	1,527	0
Other (not eligible)	0	0
TOTAL	18,732	0

TRIP TYPES:		
Subscription	6,678	42%
Pre-booked	3,356	21%
Reservation	5,698	36%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS:	313
CANCELLED TRIPS:	4,247
NO-SHOWS:	253

SERVICE

TYPE: Door to Door	X
Curb to Curb	
Accessible Door	
HOURS OF SERVICE:	
Weekdays - 08:15 to 23:30	
Saturday - 08:15 to 23:30	
Sunday -	
Holidays -	
CALL-INS: Minimum 24 Hrs., Max. 14 Days	

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchards	Monthly Passes
Adult:	$1.25		$12.50
Child:	$1.25		$12.50
Student:	$1.25		$12.50
Senior:	$1.25		$12.50
Attendant:	$1.25		$12.50
Companion:	$1.25		$12.50
Other:			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT

Conventional Hours:	Same
Fare Structure:	Different, $0.90 cash

CORNWALL VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
8-Wagon/Sedan				
Modified Vans				
Small Buses	2	5	12	1.0
Purpose-Built	1	4	6	3.0
Other				
TOTAL VEHICLES:	3			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	8-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	2	2	2	2	1	1	1	
Saturday	1	1	1	1	1	1	1	
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 82,436
- Total: 82,436

ANNUAL HOURS:
- Revenue: 7,515
- Total: 7,515

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	3		4	
Office			2	
Maintenance			3	
Administration			2	
TOTAL	3		11	

OPERATOR'S UNION: ATU, LOCAL946
Conventional Union: ATU, LOCAL946

MAXIMUM WAGE RATES:

		(Conversional)
Operators:		
Maintenance:	$12.81	($12.81)
	$14.08	($14.08)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	8%
Net Operating Cost/Capita	$4.65
Municipal Net Cost/Capita	$2.47
Share of Net Cost - Provincial	47%
- Municipal (incl. Donations)	53%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$31.37
Cost/Kilometre	$2.55
Maintenance Cost/Kilometre	$0.197

SERVICE

Registrants/Capita:	0.0220
Revenue Vehicle Hours/Capita:	0.182
Trips/Capita:	0.305
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$16.50
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,503

SERVICE UTILIZATION

Trips/Hour	1.0
Kilometres/Hour	12.3
Average Kilometres/Trip	6.5
Trips/Registrant	13.8
Unaccommodated Trip Requests	2.2%
Cancellations	29.9%
No-Shows	1.8%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,505
Kilometres/Vehicle	30,812

DRYDEN HANDI-TRANSIT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: H.B. HOFFSTROM (807) 223-1127

OPERATIONS CONTACT: JUDI STRATTON (807) 223-3566

SERVICE STARTED IN: November 1975
POPULATION SERVED: 6,219
SERVICE AREA (ha): 1,686

ADVISORY COMMITTEE? Yes
MEMBERS: 6

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use With Dignity
- Other - Phys./Mental: X

ELIGIBILITY COMMITTEE? NO
MEMBERS: Eligibility Detor. By Administrative Staff

REGISTRATION REQUIRED? No
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:	1,510	69%
Eligible - Wheelchair	695	31%
- Ambulatory	0	0%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	2,205	
TOTAL:		

HOW OFTEN LIST OF REGISTRANTS SCREENED:
- At Least Annually: X
- Every 2 or 3 Years:
- Every 4 or 5 Years:
- Not Within Past 5 Years:

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	36,824	
Non-Dedicated	$	0	
TOTAL	$	36,824	$ 6,833
NET OPERATING COST	$	29,991	
Provincial Share	$	14,996	
Municipal Share	$	14,618	
Donations	$	377	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	665	0
- Ambulatory	221	0
Attendants/Companion	0	0
Other (not eligible)	0	0
TOTAL	886	0

TRIP TYPES

Subscription	845	95%
Pre-booked	20	2%
Reservation	15	2%
Demand-Response	6	1%

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 17
NO-SHOWS: 9

SERVICE

TYPE: Door to Door: X
- Curb to Curb:
- Accessible Door:

HOURS OF SERVICE
- Weekdays - 08:00 to 16:00
- Saturday -
- Sunday -
- Holidays -

CALL-INS: Minimum 4 Hrs., Max. 1 Day

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00		
Child:	$1.00		
Student:	$2.00		Bd. Edu
Senior:	$1.00		
Attendant:			
Companion:			
Other:			

OTHER METHODS OF PAYING FARE:
- Board Of Education Passes For Students

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: Longer
- Fare Structure: Same

DRYDEN VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	8	1.0
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY

	8-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day	1	1	1	1		1		
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES	
Revenue	8,665
Total	8,665
ANNUAL HOURS	
Revenue	1,624
Total	2,080
IS NON-DEDICATED SERVICE AVAILABLE?	No
NUMBER OF OPERATORS	-
PAYMENT METHOD	
Flat Rate/trip	
Per Hour	
Per Kilometre	
Meter Rate	
PAYMENT VERIFICATION	

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1			
Office				
Maintenance				
Administration	1			
TOTAL				

OPERATOR'S UNION: NONE
Conventional Union: IBEW, Local 1730

MAXIMUM WAGE RATES

		(Conventional)
Operators	$12.00	($12.65)
Maintenance	N/A	($12.65)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	19%
Net Operating Cost/Capita	$4.82
Municipal Net Cost/Capita	$2.41
Share of Net Cost - Provincial	50%
- Municipal (incl. Donations)	50%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$22.68
Cost/Kilometre	$4.25
Maintenance Cost/Kilometre	$0.381

SERVICE

Registrants/Capita	0.035
Revenue Vehicle Hours/Capita	0.261
Trips/Capita	0.142
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$41.56
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,624

SERVICE UTILIZATION

Trips/Hour	0.5
Kilometres/Hour	5.0
Average Kilometres/Trip	9.8
Trips/Registrant	4.0
Unaccommodated Trip Requests	-
Cancellations	1.9%
No-Shows	1.0%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,624
Kilometres/Vehicle	8,665

ELLIOT LAKE HANDILIFT BUS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: MIKE PERKINS (705) 461-7203

OPERATIONS CONTACT: MIKE PERKINS (705) 461-7203

SERVICE STARTED IN: March 1988
POPULATION SERVED: 16,229
SERVICE AREA (ha): 1,200

ADVISORY COMMITTEE? No
MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	
Unable to Use	X
Unable to Use With Dignity	
Other	

ELIGIBILITY COMMITTEE? NO
MEMBERS: Eligibility Determ By Administrative Staff

REGISTRATION

REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	21	29%
- Ambulatory	42	58%
- Temporary	4	6%
Attendants/Companions	5	7%
Other (not eligible)	0	0%
TOTAL:	72	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	51,263	
Non-Dedicated	$	0	
TOTAL	$	51,263	$ 5,622
NET OPERATING COST:	$	45,641	
Provincial Share	$	32,809	
Municipal Share	$	12,832	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	1,585	0
- Ambulatory	3,229	0
Attendants/Companion	412	0
Other (not eligible)	0	0
TOTAL	5,256	0

TRIP TYPES:

Subscription	700	13%
Pre-booked	2,400	46%
Reservation	1,700	32%
Demand-Response	820	16%

UNACCOMMODATED TRIP REQUESTS: 400
CANCELLED TRIPS: 100
NO-SHOWS: 100

SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 07:30 to 18:30
Saturday - 07:30 to 18:30
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs, Max. 2 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.10	12/$11.00	
Child:	$0.60	12/$ 6.00	
Student:	$0.60	12/$ 6.00	
Senior:	$0.60	12/$ 6.00	$11./Yr
Attendant:	$1.10	12/$ 11.00	
Companion:	$1.10	12/$12.00	
Other:			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

ELLIOT LAKE VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	10	13.0
Purpose-Built				
Other				
TOTAL VEHICLES:	1			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

	8-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day	1	1	1	1	1	1		
Saturday	1	1	1	1	1	1		
Sunday								
Holidays								

ANNUAL KILOMETRES
- Revenue: 11,000
- Total: 12,200

ANNUAL HOURS
- Revenue: 1,608
- Total: 1,706

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators		2		
Office		1		
Maintenance		1		
Administration		1		
TOTAL		5		

OPERATOR'S UNION: NONE
Conventional Union: NONE

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$7.70	$10.50
Maintenance:	$16.68	$14.20

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	11%
Net Operating Cost/Capita	$2.61
Municipal Net Cost/Capita	$0.79
Share of Net Cost - Provincial	72%
- Municipal (incl Donations)	28%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$31.88
Cost/Kilometre	$4.66
Maintenance Cost/Kilometre	$1.367

SERVICE

Registrants/Capita	0.0040
Revenue Vehicle Hours/Capita	0.060
Trips/Capita	0.297
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$10.63
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,608

SERVICE UTILIZATION

Trips/Hour	3.0
Kilometres/Hour	7.0
Average Kilometres/Trip	2.3
Trips/Registrant	67.0
Unaccommodated Trip Requests	8.3%
Cancellations	2.1%
No-Shows	2.1%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,608
Kilometres/Vehicle	11,000

ESPANOLA JUBILEE BUS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: MERWYN P. SHEPPARD
(705) 869-1540

OPERATIONS CONTACT: MERWYN P. SHEPPARD
(705)869-1540

SERVICE STARTED IN: September 1986
POPULATION SERVED: 5,361
SERVICE AREA (ha): 1,619

ADVISORY COMMITTEE? YES
MEMBERS: 4

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	
Unable to Use With Dignity	X
Other	
ELIGIBILITY COMMITTEE?	NO
MEMBERS: Eligibility Deter. By	
Medical/Health Professional	

REGISTRATION REQUIRED?	No
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	12	9%
- Ambulatory	62	46%
- Temporary	0	0%
Attendants/Companions	20	15%
Other (not eligible)	40	30%
TOTAL:	134	

HOW OFTEN LIST OF REGISTRANTS SCREENED:	
At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	No
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	11,674	
Non-Dedicated	$	0	
TOTAL	$	11,674	$ 3,024
NET OPERATING COST	$	8,650	
Provincial Share	$	6,487	
Municipal Share	$	2,163	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	212	0
- Ambulatory	387	0
Attendants/Companion	66	0
Other (not eligible)	N/A	0
TOTAL	1,489	0

TRIP TYPES:		
Subscription	872	58%
Pre-booked	0	0%
Reservation	621	42%
Demand-Response	0	0%
UNACCOMMODATED TRIP REQUESTS	35	
CANCELLED TRIPS:	0	
NO-SHOWS:	0	

SERVICE

TYPE: Door to Door	X
Curb to Curb	
Accessible Door	
HOURS OF SERVICE:	
Weekdays - 08:30 to 15:30	
Saturday -	
Sunday -	
Holidays -	
CALL-INS: Minimum 2 Hrs., NO MAX.	

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00		
Child:	$1.00		
Student:	$1.00		
Senior:	$1.00		
Attendant:			
Companion:	$1.00		
Other:	$1.00		

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: No Conv. Service
Fare Structure: No Conv. Service

ESPANOLA VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
8-Wagon/Sedan				
Modified Vans				
Small Buses	1	4	6	4.0
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day		1	1	1				
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES

Revenue	11,775
Total	11,903

ANNUAL HOURS

Revenue	755
Total	814

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS -

PAYMENT METHOD

- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators		1		
Office		1		
Maintenance		1		
Administration		3		
TOTAL				

OPERATOR'S UNION: NONE

Conventional Union: NO CONVENTIONAL SERVICE

MAXIMUM WAGE RATES

		(Conventional)
Operators	$8.50	-
Maintenance	N/A	-

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost 26%

Net Operating Cost/Capita	$1.61
Municipal Net Cost/Capita	$0.40
Share of Net Cost - Provincial	75%
- Municipal (incl Donations)	25%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$15.46
Cost/Kilometre	$0.99
Maintenance Cost/Kilometre	$0.035

SERVICE

Registrants/Capita	0.0170
Revenue Vehicle Hours/Capita	0.140
Trips/Capita	0.264
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$6.19
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,510

SERVICE UTILIZATION

Trips/Hour	1.9
Kilometres/Hour	16.0
Average Kilometres/Trip	8.3
Trips/Registrant	15.2
Unaccommodated Trip Requests	2.5%
Cancellations	-
No-Shows	-

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	755
Kilometres/Vehicle	11,775

FORT FRANCES HANDI - TRANSIT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: CAROL A. HALVORSEN
(807) 274-5323

OPERATIONS CONTACT: FRED WHITEHEAD
(807) 274-9858

SERVICE STARTED IN: December 1986
POPULATION SERVED: 9,000
SERVICE AREA (ha): 6,500

ADVISORY COMMITTEE? Yes
MEMBERS: 6

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	
Unable to Use With Dignity	
Other - DR. CERTIFICATE	X
ELIGIBILITY COMMITTEE?	No
MEMBERS: Eligibility Determined By Medical/Health Professional	

REGISTRATION

REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	15	18%
- Ambulatory	64	78%
- Temporary	2	2%
Attendants/Companions	1	1%
Other (not eligible)	0	0%
TOTAL:	82	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	
Every 2 or 3 Years	X
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	No

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	64,629.	
Non-Dedicated	$	0	
TOTAL	$	64,629.	$ 3,531.
NET OPERATING COST:	$	61,098.	
Provincial Share	$	30,549.	
Municipal Share	$	23,179.	
Donations	$	7,370.	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	N/A	0
- Ambulatory	N/A	0
Attendants/Companion	N/A	0
Other (not eligible)	N/A	0
TOTAL	3,831	0

TRIP TYPES:

Subscription	804	23%
Pre-booked	0	0%
Reservation	0	0%
Demand-Response	35	1%
UNACCOMMODATED TRIP REQUESTS:	0	
CANCELLED TRIPS:	40	
NO-SHOWS:	15	

SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:30 to 15:45
Saturday - 13:00 to 16:00
Sunday -
Holidays -

CALL-INS: Minimum 24 hrs, Max. 30 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.25		
Child:	$1.25		
Student:	$1.25		
Senior:	$1.25		
Attendant:			
Companion:	$1.25		
Other:			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.75 cash

FORT FRANCES VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	2	2	2.0
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY

	8-8	8-11	11-2	2-5	5-8	8-8	8-12	12a
Peak Day		1	1	1		1		
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES

Revenue	85,564
Total	86,084

ANNUAL HOURS

Revenue	1,821
Total	1,861

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS -

PAYMENT METHOD

- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	1	2		
Office		1		
Maintenance				
Administration		1		
TOTAL	1	4		

OPERATOR'S UNION: CUPE, LOCAL 65
Conventional Union: CUPE, LOCAL 65
MAXIMUM WAGE RATES

		(Conventional)
Operators	$12.41	$12.66
Maintenance	$15.68	$15.68

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	5%
Net Operating Cost/Capita	$6.70
Municipal Net Cost/Capita	$3.30
Share of Net Cost - Provincial	50%
- Municipal (incl Donations)	50%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$35.49
Cost/Kilometre	$0.76
Maintenance Cost/Kilometre	$0.052

SERVICE

Registrants/Capita	0.0090
Revenue Vehicle Hours/Capita	0.202
Trips/Capita	0.382
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$18.30
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	911

SERVICE UTILIZATION

Trips/Hour	1.9
Kilometres/Hour	47.0
Average Kilometres/Trip	24.2
Trips/Registrant	43.1
Unaccommodated Trip Requests	-
Cancellations	1.4%
No-Shows	0.4%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,821
Kilometres/Vehicle	85,564

GORE BAY EASY RIDERS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: JOYCE FOSTER
(705) 282-2420

OPERATIONS CONTACT: JOYCE FOSTER
(705) 282-2420

SERVICE STARTED IN: January 1989
POPULATION SERVED: 921
SERVICE AREA (ha): 61,000
ADVISORY COMMITTEE? Yes
MEMBERS: 5

REGISTRANTS

LOCAL ELIGIBILITY CRITERION		
Unable to Board	X	
Unable to Use	X	
Unable to Use With Dignity	X	
Other - Phys. Limt.		
ELIGIBILITY COMMITTEE?	No	
MEMBERS: Eligibility Deter. By Administrative Staff.		
REGISTRATION		
REQUIRED?	No	
REGISTRATION CARDS?	No	
WAITING LIST?	No	
WAITING ON LIST?	N/A	
NUMBER OF REGISTRANTS:		
Eligible - Wheelchair	N/A	N/A
- Ambulatory	N/A	N/A
- Temporary	N/A	N/A
Attendants/Companions	N/A	N/A
Other (not eligible)	N/A	N/A
TOTAL:		
HOW OFTEN LIST OF REGISTRANTS SCREENED:		
At Least Annually		
Every 2 or 3 Years	X	
Every 4 or 5 Years		
Not Within Past 5 Years		
COMPANIONS ALLOWED IF SPACE?	Yes	
VISITORS ELIGIBLE?	Yes	

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	1,902	
Non-Dedicated	$	0	
TOTAL	$	1,902	$ 320
NET OPERATING COST:	$	1,282	
Provincial Share	$	962	
Municipal Share	$	-578	
Donations	$	898	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	36	0
- Ambulatory	0	0
Attendants/Companion	0	0
Other (not eligible)	0	0
TOTAL	36	0

TRIP TYPES:

Subscription	36	100%
Pre-booked	0	0%
Reservation	0	0%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 0
NO-SHOWS: 0

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:
Weekdays - 09:15 to 13:15
Saturday -
Sunday -
Holidays -

CALL-INS: No Minimum , No Maximum

METHODS: Manually Computer
Registration X
Reservations
Scheduling
Dispatching

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$2.00		
Child:	$2.00		
Student:	$2.00		
Senior:	$2.00		
Attendant:	$2.00		
Companion:	$2.00		
Other:	$2.00		

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: No Conv. Service
Fare Structure: No Conv. Service

GORE BAY VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	12	0	9.0
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Municipality MAINTENANCE Municipality

FLEET DISTRIBUTION BY TIME OF DAY

	8-9	9-11	11-2	2-4	4-6	6-9	9-1	12a
Peak Day								
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES

Revenue	1,999
Total	1,999

ANNUAL HOURS

Revenue	1,248
Total	1,248

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS -

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1	1		
Office	1			
Maintenance				
Administration	1			
TOTAL	3	1		

OPERATOR'S UNION None

Conventional Union No Conv. Service

MAXIMUM WAGE RATES

		(Conventional)
Operators	$8.00	-
Maintenance	N/A	-

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	20%
Net Operating Cost/Capita	$1.39
Municipal Net Cost/Capita	$0.35
Share of Net Cost - Provincial	75%
- Municipal (incl Donations)	25%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$1.28
Cost/Kilometre	$ 0.80
Maintenance Cost/Kilometre	$0.237

SERVICE

Registrants/Capita	-
Revenue Vehicle Hours/Capita	-
Trips/Capita	-
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$44.50
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	832

SERVICE UTILIZATION

Trips/Hour	0.03
Kilometres/Hour	1.6
Average Kilometres/Trip	55.5
Trips/Registrant	-
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,248
Kilometres/Vehicle	1,999

GUELPH MOBILITY SERVICE

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: DAVID KENNEDY
(519) 837-5610

OPERATIONS CONTACT: LAURIE LANTAIGNE
(519) 836-1131

SERVICE STARTED IN: August 1977
POPULATION SERVED: 85,000
SERVICE AREA (ha): 6,871

ADVISORY COMMITTEE? Yes
MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:		
Unable to Board	X	
Unable to Use		
Unable to Use With Dignity		
Other - DR. CERTIFICATE		
ELIGIBILITY COMMITTEE?	No	
MEMBERS: Elig. Deter. By Admin. Staff and Medical/Health Prof.		
REGISTRATION REQUIRED?	Yes	
REGISTRATION CARDS?	Yes	
WAITING LIST?	No	
WAITING ON LIST?	N/A	
NUMBER OF REGISTRANTS:		
Eligible - Wheelchair	460	45%
- Ambulatory	568	55%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	1,027	
HOW OFTEN LIST OF REGISTRANTS SCREENED:	X	
At Least Annually		
Every 2 or 3 Years		
Every 4 or 5 Years		
Not Within Past 5 Years		
COMPANIONS ALLOWED IF SPACE?	Yes	
VISITORS ELIGIBLE?	Yes	

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost		Revenue
Dedicated	$	316,820		
Non-Dedicated	$	0		
TOTAL	$	316,820	$	46,470
NET OPERATING COST:	$	270,341		
Provincial Share	$	195,821		
Municipal Share	$	65,668		
Donations	$	8,852		

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded
Eligible - Wheelchair	12,401	0
- Ambulatory	24,530	0
Attendants/Companion	1,197	0
Other (not eligible)	0	0
TOTAL	38,218	0

TRIP TYPES:

Subscription	21,500	56%
Pre-booked	9,800	26%
Reservation	6,000	16%
Demand-Response	918	2%

UNACCOMMODATED TRIP REQUESTS:	900
CANCELLED TRIPS:	3,038
NO-SHOWS:	383

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X ONE STEP MAX.

HOURS OF SERVICE:
Weekdays - 08:00 to 22:45
Saturday - 09:30 TO 17:00
Sunday -
Holidays -

CALL-INS: No Minimum, Max. 14 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00	$0.95	
Child:	$1.00	$0.95	
Student:	$1.00	$0.95	
Senior:	$1.00	$0.95	
Attendant:	$1.00	$0.95	
Companion:	$1.00	$0.95	
Other:	$1.00	$0.95	

OTHER METHODS OF PAYING FARE:
Subscription Rates For Sth. of Educ.

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

GUELPH VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
8-Wagon/Sedan				
Modified Vans	7	5	6	4.0
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	7			

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY

	8-9	9-11	11-2	2-4	4-6	6-9	9-12	12a
Peak Day	6	6	5	6	6	1	1	
Saturday		2	2	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES

Revenue	160,170
Total	162,880

ANNUAL HOURS

Revenue	11,824
Total	11,824

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS -

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	4	4		
Office	1	1		
Maintenance				
Administration	2			
TOTAL	7	7		

OPERATOR'S UNION: NONE
Conventional Union: ATU, LOCAL 1189

MAXIMUM WAGE RATES

		(Conventional)
Operators	$11.11	$13.80
Maintenance	N/A	$16.65

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	15%
Net Operating Cost/Capita	$3.18
Municipal Net Cost/Capita	$0.88
Share of Net Cost - Provincial	72%
- Municipal (incl Donations)	28%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$26.80
Cost/Kilometre	$1.76
Maintenance Cost/Kilometre	$0.218

SERVICE

Registrants/Capita	0.0120
Revenue Vehicle Hours/Capita	0.139
Trips/Capita	0.436
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$8.56
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,971

SERVICE UTILIZATION

Trips/Hour	3.1
Kilometres/Hour	15.2
Average Kilometres/Trip	4.9
Trips/Registrant	35.7
Unaccommodated Trip Requests	2.4%
Cancellations	8.2%
No-Shows	1.0%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,689
Kilometres/Vehicle	25,739

HALTON HILLS ACTIVAN

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: TED DREWLO P ENG
(416) 873-2600
OPERATIONS CONTACT: TED TYLER
(416) 853-1550

SERVICE STARTED IN: May 1981
POPULATION SERVED: 34,188
SERVICE AREA (ha): 28,065

ADVISORY COMMITTEE? Yes
MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION		
Unable to Board	X	
Unable to Use		
Unable to Use With Dignity		
Other - DR. CERTIFICATE		
ELIGIBILITY COMMITTEE?	No	
MEMBERS: Elig. Detar. By Admin. Staff		
REGISTRATION REQUIRED?	Yes	
REGISTRATION CARDS?	No	
WAITING LIST?	No	
WAITING ON LIST?	N/A	
NUMBER OF REGISTRANTS:		
Eligible - Wheelchair	15	8%
- Ambulatory	100	51%
- Temporary	80	41%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	195	
HOW OFTEN LIST OF REGISTRANTS SCREENED:		
At Least Annually		
Every 2 or 3 Years		
Every 4 or 5 Years	X	
Not Within Past 5 Years		
COMPANIONS ALLOWED IF SPACE?	Yes	
VISITORS ELIGIBLE?	No	

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	59,488	
Non-Dedicated	$	0	
TOTAL:	$	59,488	$ 6,950
NET OPERATING COST:	$	52,538	
Provincial Share	$	31,268	
Municipal Share	$	18,662	
Donations	$	2,608	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	N/A	0
- Ambulatory	N/A	0
Attendants/Companion	N/A	0
Other (not eligible)	N/A	0
TOTAL:	6,183	0

TRIP TYPES:		
Subscription	2,300	44%
Pre-booked	0	0%
Reservation	2,808	54%
Demand-Response	75	1%
UNACCOMMODATED TRIP REQUESTS:	150	
CANCELLED TRIPS:	100	
NO-SHOWS:	50	

SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE
Weekdays - 08:00 to 17:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 hrs, Max. 7 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00		
Child:	$1.00		
Student:			
Senior:	$1.00		
Attendant:	$1.00		
Companion	$1.00		
Other:			

OTHER METHODS OF PAYING FARE:
$3.00/TP INV.AT H.B.E.FOR SCL.TRIP

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: No Conv. Service
Fare Structure: No Conv. Service

HALTON HILLS VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
8-Wagon/Sedan				
Modified Vans				
Small Buses	1	3	4	3.0
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY

	8-9	9-11	11-2	2-4	4-6	6-9	9-12	12a
Peak Day	1	1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES

Revenue	24,088
Total	26,588

ANNUAL HOURS

Revenue	1,526
Total	2,353

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS -

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1	2		
Office		1		
Maintenance		1		
Administration				
TOTAL	1	4		

OPERATOR'S UNION: NONE
Conventional Union: NO CONVENTIONAL SERVICE

MAXIMUM WAGE RATES

		(Conventional)
Operators	N/A	-
Maintenance	N/A	-

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	12%
Net Operating Cost/Capita	$1.54
Municipal Net Cost/Capita	$0.62
Share of Net Cost - Provincial	60%
- Municipal (incl Donations)	40%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$38.86
Cost/Kilometre	$2.47
Maintenance Cost/Kilometre	$0.134

SERVICE

Registrants/Capita	0.0080
Revenue Vehicle Hours/Capita	0.045
Trips/Capita	0.152
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$11.48
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	763

SERVICE UTILIZATION

Trips/Hour	3.4
Kilometres/Hour	15.8
Average Kilometres/Trip	4.6
Trips/Registrant	26.6
Unaccommodated Trip Requests	2.9%
Cancellations	1.0%
No-Shows	1.0%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,526
Kilometres/Vehicle	24,088

HALTON REGION PEGASUS

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: JOAN KACZMARSKI
(416) 827-2151
OPERATIONS CONTACT: TED TYLER
(416) 364-1094

SERVICE STARTED IN: January 1988
POPULATION SERVED: 281,988
SERVICE AREA (ha): 98,305

ADVISORY COMMITTEE? Yes
MEMBERS: 12

REGISTRANTS

LOCAL ELIGIBILITY CRITERION		
Unable to Board	X	
Unable to Use		
Unable to Use With Dignity		
Other - DRL CERTIFICATE		
ELIGIBILITY COMMITTEE?	Yes	
MEMBERS: 2		
REGISTRATION REQUIRED?	Yes	
REGISTRATION CARDS?	No	
WAITING LIST?	No	
WAITING ON LIST?	N/A	
NUMBER OF REGISTRANTS:		
Eligible - Wheelchair	119	44%
- Ambulatory	144	53%
- Temporary	7	3%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	270	
HOW OFTEN LIST OF REGISTRANTS SCREENED:	X	
At Least Annually		
Every 2 or 3 Years		
Every 4 or 5 Years		
Not Within Past 5 Years		
COMPANIONS ALLOWED IF SPACE?	Yes	
VISITORS ELIGIBLE?	Yes	

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	99,632	
Non-Dedicated	$	0	
TOTAL	$	99,632	$ 8,133
NET OPERATING COST	$	91,700	
Provincial Share	$	45,850	
Municipal Share	$	45,850	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	2,735	0
- Ambulatory	0	0
Attendants/Companion	64	0
Other (not eligible)	0	0
TOTAL	2,799	0

TRIP TYPES:

Subscription	N/A
Pre-booked	N/A
Reservation	N/A
Demand-Response	N/A

UNACCOMMODATED TRIP REQUESTS:	0
CANCELLED TRIPS:	0
NO-SHOWS:	0

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X ONE STEP MAX.

HOURS OF SERVICE:
Weekdays - 07:30 to 17:30
Saturday -
Sunday -
Holidays -

CALL-INS: No Minimum, Max. 7 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$3.00		
Child:	$3.00		
Student:	$3.00		
Senior:	$3.00		
Attendant:	$3.00		
Companion:	$3.00		
Other:			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: No Conv. Service
Fare Structure: No Conv. Service

HALTON REGION VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	0	0	New
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day	1	1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES

Revenue	80,649
Total	80,649

ANNUAL HOURS

Revenue	2,681
Total	2,681

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS -

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1	1		
Office		4		
Maintenance		1		
Administration		3		
TOTAL	1	9		

OPERATOR'S UNION: NONE

Conventional Union: NO CONVENTIONAL SERVICE

MAXIMUM WAGE RATES

		(Conventional)
Operators	N/A	-
Maintenance	N/A	-

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	8%
Net Operating Cost/Capita	$0.33
Municipal Net Cost/Capita	$0.16
Share of Net Cost - Provincial	50%
- Municipal (incl Donations)	50%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$37.10
Cost/Kilometre	$1.24
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita	0.0010
Revenue Vehicle Hours/Capita	0.010
Trips/Capita	0.010
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$37.10
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,784

SERVICE UTILIZATION

Trips/Hour	1.0
Kilometres/Hour	30.0
Average Kilometres/Trip	29.5
Trips/Registrant	10.1
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	2,681
Kilometres/Vehicle	80,649

HAMILTON - WENTWORTH DARTS

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT:

OPERATIONS CONTACT: BRIAN PINTO
(416) 529-1212

SERVICE STARTED IN: 1976
POPULATION SERVED: 414,000
SERVICE AREA (ha): 66,560

ADVISORY COMMITTEE? Yes
MEMBERS: 16

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	
Unable to Use With Dignity	X
Other - DR. CERTIFICATE	
ELIGIBILITY COMMITTEE?	No
MEMBERS: Elig. Detsr. By Members.	

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	3,400	40%
- Ambulatory	5,100	60%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	8,500	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	2,662,000	
Non-Dedicated	$	1,561,000	
TOTAL	$	4,223,000	$ 648,000
NET OPERATING COST:	$	3,574,000	
Provincial Share	$	2,280,000	
Municipal Share	$	1,294,000	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	N/A	N/A
- Ambulatory	N/A	N/A
Attendants/Companion	N/A	N/A
Other (not eligible)	N/A	N/A
TOTAL	181,000	216,000

TRIP TYPES:

Subscription	146,400	40%
Pre-booked	0	0%
Reservation	183,000	50%
Demand-Response	36,600	10%
UNACCOMMODATED TRIP REQUESTS:	2,400	
CANCELLED TRIPS:	30,000	
NO-SHOWS:	7,900	

SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:30 to 23:30
Saturday - 08:00 to 01:00
Sunday - 08:00 to 23:00
Holidays - 08:00 to 23:00

CALL-INS: No Minimum, No Max.

METHODS:

	Manually	Computer
Registration		X
Reservations		X
Scheduling		X
Dispatching		X

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult:		$1.10	
Child:		$1.10	
Student:		$1.10	
Senior:		$1.10	
Attendant:		$1.10	
Companion:		$1.10	
Other:		$1.10	

OTHER METHODS OF PAYING FARE:
Agency Rates

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

HAMILTON - WENTWORTH VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	36	6	9	7.0
Purpose-Built				
Other	35	0	6	3.0
TOTAL VEHICLES	71			

OWNERSHIP

MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY

	8-9	9-11	11-2	2-4	4-6	6-9	9-12	12a
Peak Day	14	16	17	21	15	6	7	
Saturday		6	8	8	7	9	7	
Sunday		11	11	8	7	7	6	
Holidays								

ANNUAL KILOMETRES

Revenue	1,353,000
Total	1,353,000

ANNUAL HOURS

Revenue	73,000
Total	73,000

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS 1

PAYMENT METHOD

Flat Rate/trip	X
Per Hour	
Per Kilometre	
Meter Rate	

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	29	29		
Office	10			2
Maintenance				
Administration	4	—		—
TOTAL	43	29		2

OPERATORS UNION: CUPE, LOCAL 839
Conventional Union: ATU, LOCAL N/A
MAXIMUM WAGE RATES

		(Conventional)
Operators	$13.20	$17.00
Maintenance	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	15%
Net Operating Cost/Capita	$8.63
Municipal Net Cost/Capita	$3.13
Share of Net Cost - Provincial	64%
- Municipal (incl Donations)	36%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$36.47
Cost/Kilometre	$1.07
Maintenance Cost/Kilometre	$0.150

SERVICE

Registrants/Capita	0.0010
Revenue Vehicle Hours/Capita	0.176
Trips/Capita	0.884
Trips by Non-Dedicated Service	58%

EFFECTIVENESS

COST/TRIP - Dedicated	$17.63
- Non-Dedicated	$7.26

LABOUR PRODUCTIVITY

Hours/Operator	1,678

SERVICE UTILIZATION

Trips/Hour	2.1
Kilometres/Hour	19.0
Average Kilometres/Trip	9.0
Trips/Registrant	43.1
Unaccommodated Trip Requests	0.7%
Cancellations	8.2%
No-Shows	2.2%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,028
Kilometres/Vehicle	19,056

HANOVER

BRUCE, GREY & HURON DIST. TRANS.TD.

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: G.B. KUENEMAN (519) 364-2780

OPERATIONS CONTACT: JOE PICKERING (519) 881-2504

SERVICE STARTED IN: January 1985
POPULATION SERVED: 50,000
SERVICE AREA (ha): N/A

ADVISORY COMMITTEE? Yes
MEMBERS: 11

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	X
Unable to Use	X
Unable to Use With Dignity	X
Other	

ELIGIBILITY COMMITTEE? Yes
MEMBERS: Eligibility Determined By Admin. Staff 11

REGISTRATION:

REQUIRED?	No
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	65	65%
- Ambulatory	20	20%
- Temporary	10	10%
Attendants/Companions	5	5%
Other (not eligible)	0	0%
TOTAL:	100	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	
Every 2 or 3 Years	X
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	91,320	
Non-Dedicated	$	0	
TOTAL:	$	91,320	$ 19,592
NET OPERATING COST:	$	71,728	
Provincial Share	$	60,220	
Municipal Share	$	0	
Donations	$	11,508	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	8,855	0
- Ambulatory	0	0
Attendants/Companion	0	0
Other (not eligible)	0	0
TOTAL	8,855	0

TRIP TYPES:

Subscription	6,255	70%
Pre-booked	1,767	20%
Reservation	446	5%
Demand-Response	446	5%

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 0
NO-SHOWS: 0

SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:00 to 23:00
Saturday - 08:00 to 21:00
Sunday - 07:30 to 17:00
Holidays - 08:00 to 21:00

CALL-INS: Minimum 2 Hrs., Max. 24 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$2.25		
Child:	$2.25		
Student:	$2.25		
Senior:	$2.25		
Attendant:	$2.25		
Companion:	$2.25		
Other:	$2.25		

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: N/A
Fare Structure: N/A

HANOVER VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
6-Wagon/Sedan				
Modified Vans	9	5	6	6.0
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	9			

OWNERSHIP MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12a
Peak Day	9	9	3	6	9	2	1	1
Saturday	1	1	1	1	1	1	1	1
Sunday	1	1	1	1	1	1	1	1
Holidays	1	1	1	1	1	1	1	1

ANNUAL KILOMETRES
- Revenue N/A
- Total N/A

ANNUAL HOURS
- Revenue 7,072
- Total 7,072

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS -

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	9	3		
Office	1		1	
Maintenance				
Administration	1		1	
TOTAL	11	3	1	

OPERATOR'S UNION NONE
Conventional Union NONE
MAXIMUM WAGE RATES

		(Conventional)
Operators	$8.67	N/A
Maintenance	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost 21%

Net Operating Cost/Capita	$1.44
Municipal Net Cost/Capita	$0.23
Share of Net Cost - Provincial	84%
- Municipal (inc. Donations)	16%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$12.61
Cost/Kilometre	-
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita	0.0020
Revenue Vehicle Hours/Capita	0.141
Trips/Capita	0.170
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$10.22
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	674

SERVICE UTILIZATION

Trips/Hour	1.3
Kilometres/Hour	-
Average Kilometres/Trip	-
Trips/Registrant	80.3
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	786
Kilometres/Vehicle	-

KENORA, KEEWATIN, JAFFRAY & MELICK

HANDI - TRANSIT

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: J. TIVY
(807) 468-8808

OPERATIONS CONTACT: E.O. MARTIN
(807) 465-8808

SERVICE STARTED IN: June 1980
POPULATION SERVED: 14,986
SERVICE AREA (ha): 23,683

ADVISORY COMMITTEE? Yes
MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION
- Unable to Board
- Unable to Use
- Unable to Use With Dignity: X
- Other

ELIGIBILITY COMMITTEE? Yes
MEMBERS: Eligibility Determined By: 10
Admin. Staff

REGISTRATION
- REQUIRED? Yes
- REGISTRATION CARDS? No
- WAITING LIST? No
- WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	38	78%
- Ambulatory	10	20%
- Temporary	2	4%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	50	

HOW OFTEN LIST OF REGISTRANTS SCREENED:
- At Least Annually
- Every 2 or 3 Years: X
- Every 4 or 5 Years
- Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES:		Oper. Cost	Revenue
Dedicated	$	45,790	
Non-Dedicated	$	0	
TOTAL	$	45,790	$ 5,639
NET OPERATING COST	$	40,151	
Provincial Share	$	28,018	
Municipal Share	$	11,132	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded
Eligible - Wheelchair	2,760	0
- Ambulatory	2,760	0
Attendants/Companion	0	0
Other (not eligible)	0	0
TOTAL	5,679	0

TRIP TYPES:

Subscription	2,511	45%
Pre-booked	279	5%
Reservation	2,688	48%
Demand-Response	100	2%

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 50
NO-SHOWS: 25

SERVICE

TYPE: Door to Door
- Curb to Curb
- Accessible Door: X

HOURS OF SERVICE:
- Weekdays - 08:00 to 23:30
- Saturday - 08:00 to 23:30
- Sunday - 08:00 to 23:30
- Holidays - 08:00 to 23:30

CALL-INS: Minimum 24 Hrs., Max. 365 Days

METHODS:	Manually	Computer
Registration		X
Reservations		X
Scheduling		X
Dispatching		X

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00		
Child:	$1.00		
Student:	$1.00		
Senior:	$1.00		
Attendant:	$1.00		
Companion:	$1.00		
Other:			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
- Conventional Hours: Shorter
- Fare Structure: Different, $0.60 Cash

K.K.J. & M. VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
8-Wagon/Sedan				
Modified Vans				
Small Buses	1	4	2	2.0
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY

	8-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day	1	1	1	1	1	1	1	
Saturday		1	1	1	1	1	1	
Sunday		1	1	1	1	1	1	
Holidays		1	1	1	1	1	1	

ANNUAL KILOMETRES

Revenue	32,300
Total	32,700

ANNUAL HOURS

Revenue	2,589
Total	2,650

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 0

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION: Not Audited, Infrequent Use

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1	5		
Office				
Maintenance				
Administration				1
TOTAL	1	5		1

OPERATORS UNION: NONE
Conventional Union: NONE
MAXIMUM WAGE RATES

		(Conventional)
Operators	$9.50	$11.70
Maintenance	$14.57	$16.20

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 13%

Net Operating Cost/Capita	$2.68
Municipal Net Cost/Capita	$0.74
Share of Net Cost - Provincial	72%
- Municipal (incl Donations)	28%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$18.25
Cost/Kilometre	$1.42
Maintenance Cost/Kilometre	$0.173

SERVICE

Registrants/Capita	0.0030
Revenue Vehicle Hours/Capita	0.187
Trips/Capita	0.372
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$0.21
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	717

SERVICE UTILIZATION

Trips/Hour	2.2
Kilometres/Hour	12.9
Average Kilometres/Trip	5.8
Trips/Registrant	111.6
Unaccommodated Trip Requests	-
Cancellations	0.9%
No-Shows	0.4%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,500
Kilometres/Vehicle	32,300

KINGSTON & KINGSTON TWP.
BUS FOR THE HANDICAPPED

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: R.K. FEBIO
(613) 546-4291

OPERATIONS CONTACT: LOU CARPENTIER
(613) 542-2512

SERVICE STARTED IN: September 1987
POPULATION SERVED: 66,000
SERVICE AREA (ha): 7,072

ADVISORY COMMITTEE? YES
MEMBERS: 9

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	
Unable to Use	X
Unable to Use With Dignity	
Other	

ELIGIBILITY COMMITTEE? No
MEMBERS: Eligibility Determ. By: Medical Health Professionals

REGISTRATION

REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	1,003	87%
- Ambulatory	156	13%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	1,159	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE? No
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	771,250	
Non-Dedicated	$	12,915	
TOTAL	$	784,165	$ 206,632
NET OPERATING COST:	$	574,586	
Provincial Share	$	430,932	
Municipal Share	$	135,460	
Donations	$	8,194	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded.
Eligible - Wheelchair	66,673	0
- Ambulatory	9,543	3,661
Attendants/Companion	7,019	40
Other (not eligible)	0	0
TOTAL	80,237	3,661

TRIP TYPES

Subscription	34,096	41%
Pre-booked	2,312	3%
Reservation	30,632	37%
Demand-Response	9,248	11%

UNACCOMMODATED TRIP REQUESTS: 122
CANCELLED TRIPS: 14,087
NO-SHOWS: 393

SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE
Weekdays - 07:30 to 23:00
Saturday - 08:00 to 23:00
Sunday - 10:00 to 23:00
Holidays - 08:00 to 21:00

CALL-INS: Minimum 1 Hrs., Max. 14 Days

METHODS:

	Manually	Computer
Registration		X
Reservations		X
Scheduling		X
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.00	$1.00	
Child	$1.00	$1.00	
Student	$1.00	$1.00	
Senior	$1.00	$1.00	
Attendant	$1.00	$1.00	
Companion	$1.00	$1.00	
Other	$1.00	$1.00	

OTHER METHODS OF PAYING FARE: Charter $20/hr Charg. Trip $3.50

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Shorter
Fare Structure: Different, $0.85 cash

KINGSTON VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
8-Wagon/Sedan				
Modified Vans	16	6	3	New
Small Buses	1	13	3	1.0
Purpose-Built				
Other				
TOTAL VEHICLES	17			

OWNERSHIP

MAINTENANCE Contract Out

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-6	6-8	8-0	8-12	12a
Peak Day	14	14	12	13	14	3	2	
Saturday		4	4	4	4	4	4	
Sunday		4	4	4	4	4	4	
Holidays		4	4		4	4		

ANNUAL KILOMETRES

Revenue	488,583
Total	488,583

ANNUAL HOURS

Revenue	31,382
Total	37,256

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS 2

PAYMENT METHOD

Flat Rate/trip X
Per Hour
Per Kilometre
Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	13	7		
Office	3	1		
Maintenance	1			
Administration	17	8		
TOTAL				

OPERATORS UNION CBRTW, LOCAL 391
Conventional Union CBRTW, LOCAL 391
MAXIMUM WAGE RATES

		(Conventional)
Operators	$10.94	$14.27
Maintenance	N/A	$15.10

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	27%
Net Operating Cost/Capita	$6.45
Municipal Net Cost/Capita	$1.61
Share of Net Cost - Provincial	75%
- Municipal (inc. Donations)	25%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$24.59
Cost/Kilometre	$1.76
Maintenance Cost/Kilometre	$0.131

SERVICE

Registered/Capita	0.0130
Revenue Vehicle Hours/Capita	0.353
Trips/Capita	0.880
Trips by Non-Dedicated Service	5%

EFFECTIVENESS

COST/TRIP - Dedicated	$10.53
- Non-Dedicated	$ 3.33

LABOUR PRODUCTIVITY

Hours/Operator	1,902

SERVICE UTILISATION

Trips/Hour	2.3
Kilometres/Hour	14.0
Average Kilometres/Trip	6.0
Trips/Registrant	66.5
Unaccommodated Trip Requests	0.2%
Cancellations	10.3%
No-Shows	0.9%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,846
Kilometres/Vehicle	25,694

KITCHENER - WATERLOO PROJECT LIFT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: JOHN WEBSTER (519) 741-2830

OPERATIONS CONTACT: DAVE SMITH (519) 744-3130

SERVICE STARTED IN: October 1973
POPULATION SERVED: 227,000
SERVICE AREA (ha): 14,000

ADVISORY COMMITTEE? Yes
MEMBERS: 21

REGISTRANTS

LOCAL ELIGIBILITY CRITERION	X	
Unable to Board		
Unable to Use		
Unable to Use With Dignity		
Other		
ELIGIBILITY COMMITTEE?	Yes	
MEMBERS	4	
REGISTRATION REQUIRED?	Yes	
REGISTRATION CARDS?	No	
WAITING LIST?	No	
WAITING ON LIST?	N/A	
NUMBER OF REGISTRANTS		
Eligible - Wheelchair	1,207	45%
- Ambulatory	904	34%
- Temporary	522	20%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	2,600	
HOW OFTEN LIST OF REGISTRANTS SCREENED	X	
At Least Annually		
Every 2 or 3 Years		
Every 4 or 5 Years		
Not Within Past 5 Years		
COMPANIONS ALLOWED IF SPACE?	Yes	
VISITORS ELIGIBLE?	Yes	

FINANCIAL

OPERATING COSTS AND REVENUES

	Oper. Cost	Revenue
Dedicated	$ 1,239,127	
Non-Dedicated	$ 150,166	
TOTAL	$ 1,389,292	$ 67,327
NET OPERATING COST	$ 1,267,804	
Provincial Share	$ 648,952	
Municipal Share	$ 648,952	
Donations	$ 0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded.
Eligible - Wheelchair	38,519	0
- Ambulatory	25,680	21,601
Attendants/Companions	3,584	0
Other (not eligible)	0	0
TOTAL	66,783	21,601

TRIP TYPES

Subscription	45,602	59%
Pre-booked	15,261	17%
Reservation	21,371	28%
Demand-Response	9,170	16%

UNACCOMMODATED TRIP REQUESTS	2,531
CANCELLED TRIPS	6,743
NO-SHOWS	1,394

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door: X - 2 Step Max.

HOURS OF SERVICE
Weekdays - 07:00 to 01:00
Saturday - 08:30 to 01:00
Sunday - 08:30 to 23:30
Holidays - 08:00 to 1:00

CALL-IN: Minimum 2 Hrs., Max. 7 Days

METHODS	Manually	Computer
Registration		X
Reservations		X
Scheduling		X
Dispatching		X

FARE STRUCTURE	Cash	Tickets & Purchasable	Monthly Passes
Adult	$1.10	10/$11	
Child	$1.10	10/$11	
Student	$1.10	10/$11	
Senior	$1.10	10/$11	
Attendant	$1.10	10/$11	
Companion	$1.10	10/$11	
Other	$1.10	10/$11	

OTHER METHODS OF PAYING FARE
Some Large Agencies Pay By Invoice

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Same

KITCHENER - WATERLOO VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs)
S-Wagon/Sedan				
Modified Vans	12	5	4	3.0
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	12			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12n
Peak Day	10	9	10	11	11	5	3	1
Saturday	3	4	5	5	3	2	1	1
Sunday		4	5	5	5	4	3	
Holidays		3	3	3	3	3	3	1

ANNUAL KILOMETRES
- Revenue: 680,142
- Total: 688,577

ANNUAL HOURS
- Revenue: 39,152
- Total: 40,312

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 2

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate: X

PAYMENT VERIFICATION

Bill Verification Signed By Passenger

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	50	1		
Office	5	2		
Maintenance	1			
Administration	80	3		
TOTAL				

OPERATOR'S UNION: None
Conventional Union: CBRM, LOCAL 664

MAXIMUM WAGE RATES

		(Conventional)
Operators	$12.55	$14.25
Maintenance	N/A	$16.68

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 6%

Net Operating Cost/Capita	$3.72
Municipal Net Cost/Capita	$2.66
Share of Net Cost - Provincial	59%
- Municipal (inc. Donations)	39%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$37.26
Cost/Kilometre	$1.70
Maintenance Cost/Kilometre	$0.253

SERVICE

Registrants/Capita	0.0126
Revenue Vehicle Hours/Capita	0.146
Trips/Capita	0.370
Trips by Non-Dedicated Service	28%

EFFECTIVENESS

COST/TRIP - Dedicated	$10.24
- Non-Dedicated	$6.88

LABOUR PRODUCTIVITY

Hours/Operator	1,617

SERVICE UTILIZATION

Trips/Hour	1.9
Kilometres/Hour	21.0
Average Kilometres/Trip	10.7
Trips/Registrant	30.7
Unaccommodated Trip Requests	2.9%
Cancellations	10.2%
No-Shows	1.6%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,763
Kilometres/Vehicle	57,429

LEAMINGTON HANDI-TRANSIT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: W. MAREK (519) 326-5761
OPERATIONS CONTACT: D. ELLIS (519) 998-0950

SERVICE STARTED IN: November 1984
POPULATION SERVED: 12,800
SERVICE AREA (ha): 827

ADVISORY COMMITTEE? Yes
MEMBERS: 11

REGISTRANTS

LOCAL ELIGIBILITY CRITERION
- Unable to Board: X
- Unable to Use:
- Unable to Use With Dignity:
- Other:

ELIGIBILITY COMMITTEE? Yes
MEMBERS: 3

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	66	57%
- Ambulatory	50	43%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	116	

HOW OFTEN LIST OF REGISTRANTS SCREENED
- At Least Annually:
- Every 2 or 3 Years: X
- Every 4 or 5 Years:
- Not Within Past 5 Years:

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost		Revenue
Dedicated	$	26,043		
Non-Dedicated	$	0		
TOTAL	$	26,043	$	3,004
NET OPERATING COST	$	23,039		
Provincial Share	$	15,929		
Municipal Share	$	7,110		
Donations	$	0		

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded.
Eligible - Wheelchair	845	0
- Ambulatory	680	0
Attendants/Companion	403	0
Other (not eligible)	0	0
TOTAL	1,928	0

TRIP TYPES

Subscription	0	0%
Pre-booked	0	0%
Reservation	1,928	100%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 96
NO-SHOWS: 0

SERVICE

TYPE: Door to Door
- Curb to Curb: X
- Accessible Door:

HOURS OF SERVICE
- Weekdays - 08:00 to 17:00
- Saturday: -
- Sunday: -
- Holidays: -

CALL-INS: Minimum 24 Hrs., Max. 14 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling		X
Dispatching	X	

FARE STRUCTURE:	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.50	8/$12	
Child:	$1.50	8/$12	
Student:	$1.50	8/$12	
Senior:	$1.50	8/$12	
Attendant:	$1.50	8/$12	
Companion:	$1.50	8/$12	
Other:	$1.50	8/$12	

OTHER METHODS OF PAYING FARE: Subscription Billings

COMPARISON WITH CONVENTIONAL TRANSIT
- Conventional Hours: Longer
- Fare Structure: Different, $0.75 Cash

LEAMINGTON VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	3	6	8.0
Purpose-Built				
Other				
TOTAL VEHICLES:	1			

OWNERSHIP: N/A MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

	8-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day	1	1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 11,461
- Total: 11,461

ANNUAL HOURS:
- Revenue: 648
- Total: 648

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	1	1		
Office				
Maintenance	1	-		
Administration	1	1		
TOTAL				

OPERATOR'S UNION: NONE
Conventional Union: ATU, LOCAL N/A

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$8.00	($36.17)
Maintenance:	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	12%
Net Operating Cost/Capita	$1.80
Municipal Net Cost/Capita	$0.56
Share of Net Cost - Provincial	69%
- Municipal (incl. Donations)	31%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$30.71
Cost/Kilometre	$2.27
Maintenance Cost/Kilometre	$0.100

SERVICE

Registrants/Capita:	0.000
Revenue Vehicle Hours/Capita:	0.066
Trips/Capita:	0.119
Trips by Non-Dedicated Service:	

EFFECTIVENESS

COST/TRIP - Dedicated	$17.08
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,696

SERVICE UTILIZATION

Trips/Hour	1.8
Kilometres/Hour	14.0
Average Kilometres/Trip	7.5
Trips/Registrant	13.3
Unaccommodated Trip Requests	-
Cancellations	4.3%
No-Shows	-

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	648
Kilometres/Vehicle	11,461

LINDSAY LIMO

SERVICE OPERATED BY Private Contractor

MUNICIPAL CONTACT J.B. LULOFF (705) 324-9171

OPERATIONS CONTACT ROB BOSTON (705) 324-9211

SERVICE STARTED IN January 1984
POPULATION SERVED 15,285
SERVICE AREA (ha) 1,540

ADVISORY COMMITTEE? Yes
MEMBERS 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION
- Unable to Board
- Unable to Use
- Unable to Use With Dignity: X
- Other:

ELIGIBILITY COMMITTEE? Yes
MEMBERS 6

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	74	16%
- Ambulatory	397	84%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL	471	

HOW OFTEN LIST OF REGISTRANTS SCREENED
- At Least Annually: X
- Every 2 or 3 Years
- Every 4 or 5 Years
- Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	89,183	
Non-Dedicated	$	0	
TOTAL	$	89,183	$ 8,869
NET OPERATING COST	$	50,869	
Provincial Share	$	43,147	
Municipal Share	$	16,427	
Donations	$	315	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	3,000	0
- Ambulatory	5,819	0
Attendants/Companion	50	0
Other (not eligible)	0	0
TOTAL	8,869	0

TRIP TYPES

Subscription	4,000	46%
Pre-booked	500	6%
Reservation	4,069	47%
Demand-Response	100	1%

UNACCOMMODATED TRIP REQUESTS 400
CANCELLED TRIPS 100
NO-SHOWS 0

SERVICE

TYPE
- Door to Door
- Curb to Curb
- Accessible Door: X
- Rider's Door To

HOURS OF SERVICE
- Weekdays - 08:00 to 17:00
- Saturday - 10:00 to 16:00
- Sunday
- Holidays

CALL-INS Minimum 24 Hrs. No Max.

METHODS	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.00		
Child	$1.00		
Student	$1.00		
Senior	$1.00		
Attendant	$1.00		
Companion	$1.00		
Other	$1.00		

OTHER METHODS OF PAYING FARE N/A

COMPARISON WITH CONVENTIONAL TRANSIT
- Conventional Hours: Longer
- Fare Structure: Different $0.85 cash

LINDSAY VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	2	10	11	3.5
Purpose-Built				
Other				
TOTAL VEHICLES	2			

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY

	8-8	8-11	11-2	2-5	5-8	8-8	8-12	12a
Peak Day	1	2	1	2	1			
Saturday		1	1	1				
Sunday								
Holidays								

ANNUAL KILOMETRES	
Revenue	33,300
Total	33,800
ANNUAL HOURS	
Revenue	3,144
Total	3,144
IS NON-DEDICATED SERVICE AVAILABLE?	No
NUMBER OF OPERATORS	-
PAYMENT METHOD	
Flat Rate/trip	
Per Hour	
Per Kilometre	
Meter Rate	
PAYMENT VERIFICATION	

EMPLOYEES

	Full Time	Part Time	Shared	Volunteers
NUMBER OF EMPLOYEES	1	3		
Operators		2		
Office		1		
Maintenance	—	—		
Administration	1	1		
TOTAL		7		

OPERATOR'S UNION: None
Conventional Union: None
MAXIMUM WAGE RATES

		(Conventional)
Operators	$10.15	($13.29)
Maintenance	$13.65	(N/A)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	13%
Net Operating Cost/Capita	$3.92
Municipal Net Cost/Capita	$1.10
Share of Net Cost - Provincial	72%
- Municipal (incl. Donations)	28%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$22.01
Cost/Kilometre	$2.08
Maintenance Cost/Kilometre	$0.091

SERVICE

Registrants/Capita	0.0310
Revenue Vehicle Hours/Capita	0.208
Trips/Capita	0.585
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$8.03
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,258

SERVICE UTILIZATION

Trips/Hour	2.7
Kilometres/Hour	11.0
Average Kilometres/Trip	3.9
Trips/Registrant	18.3
Unaccommodated Trip Requests	4.6%
Cancellations	1.2%
No-Shows	-

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,572
Kilometres/Vehicle	16,650

LONDON PARATRANSIT SERVICE

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: G.A. McINNIS (519) 661-5414

OPERATIONS CONTACT: JIM DONNELLY (519)663-2222

SERVICE STARTED IN: November1977
POPULATION SERVED: 280,000
SERVICE AREA (ha): 17,675

ADVISORY COMMITTEE? Yes
MEMBERS: 5

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	X
Unable to Use With Dignity	
Other	

ELIGIBILITY COMMITTEE? No
MEMBERS: Eligibility Detem. By Nurse At City Hall

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	1,350	41%
- Ambulatory	1,650	59%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	3,000	

HOW OFTEN LIST OF REGISTRANTS SCREENED

Annually	
Every 2 or 3 Years	X
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	1,097,376	
Non-Dedicated	$	0	
TOTAL	$	1,097,376	115,876
NET OPERATING COST	$	981,500	
Provincial Share	$	600,985	
Municipal Share	$	380,515	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	38,825	0
- Ambulatory	47,452	0
Attendants/Companion	6,424	0
Other (not eligible)	0	0
TOTAL	92,701	0

TRIP TYPES

Subscription	N/A	-
Pre-booked	N/A	-
Reservation	N/A	-
Demand-Response	N/A	-

UNACCOMMODATED TRIP REQUESTS	4,558
CANCELLED TRIPS	20,614
NO-SHOWS	2,836

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X Grd Floor Door

HOURS OF SERVICE
Weekdays - 07:00 to 24:00
Saturday - 08:30 to 24:00
Sunday - 08:30 to 24:00
Holidays - 08:30 to 24:00

CALL-INS: Minimum 1 Hrs, Max 7 Days

METHODS	Manually	Computer
Registration		X
Reservations		X
Scheduling		X
Dispatching		X

FARE STRUCTURE

	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.25		
Child	$1.25		
Student	$1.25		
Senior	$1.25		
Attendant	$1.25		
Companion	$1.25		
Other	$1.25		

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Different, $1.00 cash

LONDON VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs)
S-Wagon/Sedan	1	0	3	3.0
Modified Vans	13	3	6	3.0
Small Buses	3	0	10	3.0
Purpose-Built				
Other				
TOTAL VEHICLES:	17			

OWNERSHIP: Contractor MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	14	17	17	17	17	5	5	
Saturday	4	4	4	4	4	4	4	
Sunday	4	4	4	4	4	4	4	
Holidays	2	2	2	2	2	2	2	

ANNUAL KILOMETRES:
- Revenue: N/A
- Total: N/A

ANNUAL HOURS:
- Revenue: 55,184
- Total: 55,184

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	20	15		
Office	4			
Maintenance				
Administration	1			
TOTAL	25	15		

OPERATORS UNION: None
Conventional Union: ATU, LOCAL 741
MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$8.50	$14.45
Maintenance:	N/A	$15.98

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 11%

Net Operating Cost/Capita	$3.38
Municipal Net Cost/Capita	$1.31
Share of Net Cost - Provincial	61%
- Municipal (incl. Donations)	39%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$19.89
Cost/Kilometre	-
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita:	0.0100
Revenue Vehicle Hours/Capita:	0.190
Trips/Capita:	0.298
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$12.72
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	2,006

SERVICE UTILIZATION

Trips/Hour	1.6
Kilometres/Hour	-
Average Kilometres/Trip	-
Trips/Registrant	28.8
Unaccommodated Trip Requests	5.3%
Cancellations	23.9%
No-Shows	3.1%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	3,246
Kilometres/Vehicle	-

MARKHAM MOBILITY BUS SERVICE

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: D.F. GORDON (416) 475-4710

OPERATIONS CONTACT: D.F. GORDON (416) 475-4710

SERVICE STARTED IN: June 1983
POPULATION SERVED: 148,812
SERVICE AREA (ha): 21,400

ADVISORY COMMITTEE? Yes
MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	
Unable to Use	X
Unable to Use With Dignity	
Other	
ELIGIBILITY COMMITTEE?	NO
MEMBERS: Eligibility Determ. By Eligibility/Advisory Committee	

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	185	33%
- Ambulatory	376	67%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	561	

HOW OFTEN LIST OF REGISTRANTS SCREENED

At Least Annually	X
Every 2 or 3 Years	
Every 3 or 4 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	238,104	
Non-Dedicated	$	66,346	
TOTAL:	$	304,450	$ 24,518
NET OPERATING COST	$	279,932	
Provincial Share	$	142,141	
Municipal Share	$	137,791	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	7,534	0
- Ambulatory	2,133	6,152
Attendants/Companion	1,920	0
Other (not eligible)	0	0
TOTAL	11,187	6,162

TRIP TYPES

Subscription	6,826	42%
Pre-booked	5,166	30%
Reservation	4,390	25%
Demand-Response	665	3%

UNACCOMMODATED TRIP REQUESTS	100
CANCELLED TRIPS	1,800
NO-SHOWS	125

SERVICE

TYPE: Door to Door	X
Curb to Curb	
Accessible Door	
HOURS OF SERVICE:	
Weekdays - 07:00 to 22:00	
Saturday - 09:00 to 22:00	
Sunday - 09:00 to 18:00	
Holidays -	
CALL-INS: No Min., No Max	

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.10		
Child	$1.10		
Student	$1.10		
Senior	$1.10		
Attendant	$1.10		
Companion	$1.10		
Other	$1.10		

OTHER METHODS OF PAYING FARE
CROSS BOUNDARY FARE $2.20

COMPARISON WITH CONVENTIONAL TRANSIT

Conventional Hours	Longer
Fare Structure	Same As Adult Fare

MARKHAM VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
8-Wagon/Sedan				
Modified Vans				
Small Buses	3	4	6	2.5
Purpose-Built	2	7	6	2.0
Other				
TOTAL VEHICLES	5			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-6	6-8	8-9	9-12	12a
Peak Day	3	2	3	3	2	1	1	
Saturday		1	1	2	2	1	1	
Sunday		1	1	1	1			
Holidays								

ANNUAL KILOMETRES:
- Revenue: 125,470
- Total: 134,000

ANNUAL HOURS:
- Revenue: 8,150
- Total: 9,726

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate: X

PAYMENT VERIFICATION:
- Individual Charge Slips

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	4	3		
Office	1	2		
Maintenance		1		
Administration		2		
TOTAL	5	8		

OPERATOR'S UNION: CUPE, LOCAL 1219
Conventional Union: None
MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$13.69	$13.85
Maintenance:	$15.73	$18.15

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	9%
Net Operating Cost/Capita	$1.69
Municipal Net Cost/Capita	$0.69
Share of Net Cost - Provincial	51%
- Municipal (incl. Donations)	49%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$29.16
Cost/Kilometre	$1.90
Maintenance Cost/Kilometre	$0.394

SERVICE

Registrants/Capita:	0.0040
Revenue Vehicle Hours/Capita:	0.058
Trips/Capita:	0.112
Trips by Non-Dedicated Service:	38%

EFFECTIVENESS

COST/TRIP - Dedicated	$24.63
- Non-Dedicated	$10.78

LABOUR PRODUCTIVITY

Hours/Operator	1,483

SERVICE UTILIZATION

Trips/Hour	1.2
Kilometres/Hour	15.4
Average Kilometres/Trip	13.0
Trips/Registrant	28.2
Unaccommodated Trip Requests	0.6%
Cancellations	6.3%
No-Shows	0.8%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,632
Kilometres/Vehicle	25,094

MILTON
SPECIALIZED TRANSIT SERVICE

SERVICE OPERATED BY Private Contractor

MUNICIPAL CONTACT BILL ROBERTS
(416) 878-7211

OPERATIONS CONTACT BILL WILKINSON
(416) 873-1808

SERVICE STARTED IN: August 1987
POPULATION SERVED 32,000
SERVICE AREA (ha) 1,174

ADVISORY COMMITTEE? Yes
MEMBERS 6

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	
Unable to Use With Dignity	
Other	
ELIGIBILITY COMMITTEE?	NO
MEMBERS: Eligibility Descr. By Administrative Staff	

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	31	50%
- Ambulatory	27	44%
- Temporary	4	6%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	62	

HOW OFTEN LIST OF REGISTRANTS SCREENED

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost		Revenue
Dedicated	$	0		
Non-Dedicated	$	9,072		
TOTAL	$	9,072	$	0
NET OPERATING COST	$	9,072		
Provincial Share	$	2,087		
Municipal Share	$	7,085		
Donations	$	0		

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded.
Eligible - Wheelchair	110	0
- Ambulatory	183	20
Attendants/Companion	10	0
Other (not eligible)	0	100
TOTAL	303	120

TRIP TYPES

Subscription	100	29%
Pre-booked	50	12%
Reservation	248	62%
Demand-Response	5	1%

UNACCOMMODATED TRIP REQUESTS	0
CANCELLED TRIPS	20
NO-SHOWS	0

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X St. Level W/Chair

HOURS OF SERVICE
Weekdays - 07:00 to 18:00
Saturday - 09:00 to 17:00
Sunday -
Holidays -

CALL-INS Min. 24 Hrs. No Max.

METHODS

	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE

	Cash	Tickets & Punchcards	Monthly Passes
Adult	$0.80		
Child	$0.80		
Student	$0.80		
Senior	$0.80		
Attendant	$0.80		
Companion	$0.80		
Other	$0.80		

OTHER METHODS OF PAYING FARE
$2.00/Trip Over 5 km

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Same
Fare Structure: Same

MILTON VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Van	1	2	2	1.5
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Contractor MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day	2	2	2	2	2			
Saturday	2	2	2	2	2			
Sunday								
Holidays								

ANNUAL KILOMETRES	
Revenue	N/A
Total	N/A
ANNUAL HOURS	
Revenue	3,215
Total	3,266

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS	2
PAYMENT METHOD:	
Flat Rate/trip	
Per Hour	
Per Kilometre	
Meter Rate	X
PAYMENT VERIFICATION:	

Passenger Must Sign Receipt

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1	2		
Office		1		
Maintenance				
Administration	—	1		
TOTAL	1	4		

OPERATOR'S UNION: None
Conventional Union: None
MAXIMUM WAGE RATES:

		(Conventional)
Operators:	N/A	$36.39
Maintenance:	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	-
Net Operating Cost/Capita	$0.28
Municipal Net Cost/Capita	$0.22
Share of Net Cost - Provincial	22%
- Municipal (incl. Donations)	78%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$2.82
Cost/Kilometre	-
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita	0.0020
Revenue Vehicle Hours/Capita	0.100
Trips/Capita	0.059
Trips by Non-Dedicated Service	7%

EFFECTIVENESS

COST/TRIP - Dedicated	-
- Non-Dedicated	$33.23

LABOUR PRODUCTIVITY

Hours/Operator	1,606

SERVICE UTILIZATION

Trips/Hour	0.1
Kilometres/Hour	-
Average Kilometres/Trip	-
Trips/Registrant	4.7
Unaccommodated Trip Requests	-
Cancellations	0.8%
No-Shows	-

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	3,215
Kilometres/Vehicle	-

NEWCASTLE HANDI - TRANSIT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: JOHN RZESZUT (416) 623-3379

OPERATIONS CONTACT: DOUG MANUEL (416) 571-1222

SERVICE STARTED IN: October 1981
POPULATION SERVED: 38,000
SERVICE AREA (ha): 57,560

ADVISORY COMMITTEE? Yes
MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION
- Unable to Board
- Unable to Use
- Unable to Use With Dignity: X
- Other

ELIGIBILITY COMMITTEE? NO
MEMBERS: Eligib. Denor. By Admin.
Staff & Med/Health Prof

REGISTRATION
REQUIRED? No
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS
- Eligible - Wheelchair
- - Ambulatory
- - Temporary
- Attendants/Companions
- Other (not eligible)

TOTAL:

HOW OFTEN LIST OF REGISTRANTS SCREENED
- At Least Annually
- Every 2 or 3 Years
- Every 4 or 5 Years: X
- Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	67,836	
Non-Dedicated	$	0	
TOTAL	$	67,836	$ 10,107
NET OPERATING COST	$	57,729	
Provincial Share	$	31,900	
Municipal Share	$	25,829	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded.
Eligible - Wheelchair	1,854	0
- Ambulatory	0	0
Attendants/Companion	287	0
Other (not eligible)	0	0
TOTAL	2,141	0

TRIP TYPES

Subscription	0	0%
Pre-booked	898	42%
Reservation	936	49%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 0
NO-SHOWS: 0

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door: X One Stop Max.

HOURS OF SERVICE
- Weekdays - 07:30 to 17:30
- Saturday -
- Sunday -
- Holidays -

CALL-INS: Min. 1 Hr. Max. 5 Days

METHODS

	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE

	Cash	Tickets & Purchases	Monthly Passes
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OTHER METHODS OF PAYING FARE
Zone Fares, Agency Contracts

COMPARISON WITH CONVENTIONAL TRANSIT
- Conventional Hours: No Conv. Service
- Fare Structure: No Conv. Service

NEWCASTLE VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
5-Wagon/Sedan				
Modified Vans	2	5	4	5.0
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	2			

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY

	6-9	9-11	11-2	2-6	6-8	8-9	9-12	12a
Peak Day	1	1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES

Revenue	53,650
Total	54,564

ANNUAL HOURS

Revenue	1,832
Total	2,134

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1	1		
Office				
Maintenance				
Administration				
TOTAL	1	1		

OPERATOR'S UNION: NONE

Conventional Union: NO CONVENTIONAL SERVICE

MAXIMUM WAGE RATES

		(Conventional)
Operators	$10.48	-
Maintenance	N/A	-

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	15%
Net Operating Cost/Capita	$1.52
Municipal Net Cost/Capita	$0.68
Share of Net Cost - Provincial	55%
- Municipal (incl. Donations)	45%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$37.03
Cost/Kilometre	$1.26
Maintenance Cost/Kilometre	-

SERVICE

Registered/Capita	-
Revenue Vehicle Hours/Capita	0.048
Trips/Capita	0.048
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$30.59
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,221

SERVICE UTILIZATION

Trips/Hour	1.0
Kilometres/Hour	29.4
Average Kilometres/Trip	29.1
Trips/Registrant	-
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	916
Kilometres/Vehicle	26,830

NEWMARKET
NEWMARKET TRANSIT

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: JAMES M. BARBER
(416) 895-5193

OPERATIONS CONTACT: JAMES BARBER
(416) 895-5193

SERVICE STARTED IN: December 1987
POPULATION SERVED: 38,000
SERVICE AREA (sq): 3.626

ADVISORY COMMITTEE? No
MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION
- Unable to Board: X
- Unable to Use:
- Unable to Use With Dignity:
- Other:

ELIGIBILITY COMMITTEE? No
MEMBERS: Eligibility Determined By Admin. Staff

REGISTRATION
- REQUIRED? Yes
- REGISTRATION CARDS? Yes
- WAITING LIST? No
- WAITING ON LIST? N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	142	27%
- Ambulatory	380	73%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	522	

HOW OFTEN LIST OF REGISTRANTS SCREENED: X
- At Least Annually
- Every 2 or 3 Years
- Every 4 or 5 Years
- Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

	Oper. Cost	Revenue
Dedicated	$ 144,480	
Non-Dedicated	$ 0	
TOTAL	$ 144,480	$ 23,364
NET OPERATING COST	$ 121,124	
Provincial Share	$ 91,065	
Municipal Share	$ 30,059	
Donations	$ 0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	1,540	0
- Ambulatory	17,259	0
Attendants/Companion	1,810	0
Other (not eligible)	0	0
TOTAL	20,609	0

TRIP TYPES

Subscription	8,450	41%
Pre-booked	412	2%
Reservation	11,607	56%
Demand-Response	140	1%

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 120
NO-SHOWS: 20

SERVICE

TYPE: Door to Door
- Curb to Curb: X
- Accessible Door

HOURS OF SERVICE
- Weekdays - 09:00 to 16:00
- Saturday - 09:00 to 16:00
- Sunday: -
- Holidays: -

CALL-INS: Minimum 24 Hrs. Max. 14 Days
METHODS: Manually: X, Computer:
- Registration: X
- Reservations: X
- Scheduling: X
- Dispatching: X

FARE STRUCTURE

	Cash	Tickets & Purchase	Monthly Pass
Adult	$1.25		
Child	$1.25		
Student	$1.25		
Senior	$1.25		
Attendant	$1.25		
Companion	$1.25		
Other			

OTHER METHODS OF PAYING FARE
Subscription Service $1.00 Per Trip

COMPARISON WITH CONVENTIONAL TRANSIT
- Conventional Hours: Longer
- Fare Structure: Different, $0.75 Cash

NEWMARKET VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
5-Wagon/Sedan				
Modified Vans	1	3	3	8.0
Small Buses	2	6	6	4.5
Purpose-Built	1	6	6	NEW
Other				
TOTAL VEHICLES	4			

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-5	5-8	8-0	0-12	12a
Peak Day	2	2	2	2	2			
Saturday		1	1	1				
Sunday								
Holidays								

ANNUAL KILOMETRES

Revenue	84,185
Total	84,185

ANNUAL HOURS

Revenue	5,003
Total	5,364

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS -

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	2	1		
Office	1			
Maintenance				
Administration	1			
TOTAL	4	1		

OPERATOR'S UNION: NONE
Conventional Union: NONE

MAXIMUM WAGE RATES

		(Conventional)
Operators	$14.50	$12.50
Maintenance	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	19%
Net Operating Cost/Capita	$3.19
Municipal Net Cost/Capita	$3.70
Share of Net Cost - Province	75%
- Municipal (Inc. Downtown)	25%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$28.77
Cost/Kilometre	$2.25
Maintenance Cost/Kilometre	$0.244

SERVICE

Registered/Capita	0.0140
Revenue Vehicle Hours/Capita	0.132
Trips/Capita	0.485
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$7.69
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	2,500

SERVICE UTILIZATION

Trips/Hour	3.7
Kilometres/Hour	12.8
Average Kilometres/Trip	3.4
Trips/Registered	30.8
Unaccommodated Trip Requests	-
Cancellations	0.5%
No-Shows	0.1%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,250
Kilometres/Vehicle	16,035

NIAGARA FALLS CHAIR-A-VAN

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: TERRY LISBROCK
(416) 356-1179
OPERATIONS CONTACT

SERVICE STARTED IN: July 1977
POPULATION SERVED: 72,100
SERVICE AREA (ha): 21,165

ADVISORY COMMITTEE? Yes
MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	
Unable to Use With Dignity	
Other	
ELIGIBILITY COMMITTEE?	Yes
MEMBERS:	1
REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	223	44%
- Ambulatory	281	56%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	504	

HOW OFTEN LIST OF REGISTRANTS SCREENED:	
At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	106,657	
Non-Dedicated	$	0	
TOTAL:	$	106,657	$ 12,583
NET OPERATING COST	$	94,074	
Provincial Share	$	55,757	
Municipal Share	$	38,317	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	4,500	0
- Ambulatory	4,736	0
Attendants/Companion	0	0
Other (not eligible)	0	0
TOTAL	9,236	0

TRIP TYPES:

Subscription	924	10%
Pre-booked	924	10%
Reservation	7,296	79%
Demand-Response	92	1%
UNACCOMMODATED TRIP REQUESTS:	46	
CANCELLED TRIPS:	860	
NO-SHOWS:	37	

SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE
Weekdays - 08:00 to 23:00
Saturday - 08:00 to 16:30
Sunday - 08:00 to 16:30
Holidays -

CALL-INS: Minimum 24 Hrs., No Maximum

METHODS	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$0.80	20/$16	
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Same

NIAGARA FALLS VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	2	3	6	4.0
Small Buses	1	4	6	4.0
Purpose-Built				
Other				
TOTAL VEHICLES:	3			

OWNERSHIP: MAINTENANCE: Transit

FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-1	12a
Peak Day	1	1	1	2	2	1		
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 75,782
- Total: 75,782

ANNUAL HOURS:
- Revenue: 7,920
- Total: 7,920

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Mixed Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	2			3
Office		1		
Maintenance				
Administration				7
TOTAL	2	1		10

OPERATORS UNION: None
Conventional Union: ATU, LOCAL 1582

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$12.84	($14.04)
Maintenance:	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	12%
Net Operating Cost/Capita	$1.31
Municipal Net Cost/Capita	$0.53
Share of Net Cost - Provincial	59%
- Municipal (incl Donations)	41%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$13.47
Cost/Kilometre	$1.41
Maintenance Cost/Kilometre	$0.174

SERVICE

Registrants/Capita:	0.0070
Revenue Vehicle Hours/Capita:	0.110
Trips/Capita:	0.128
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$11.55
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	2,263

SERVICE UTILIZATION

Trips/Hour	1.2
Kilometres/Hour	8.6
Average Kilometres/Trip	6.2
Trips/Registrant	18.3
Unaccommodated Trip Requests	0.5%
Cancellations	9.3%
No-Shows	0.4%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,640
Kilometres/Vehicle	25,261

NORTH BAY PARA - BUS

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: TERRY BRENT
(705) 474-0400

OPERATIONS CONTACT: BETTY GIFFORD
(705) 476-5530

SERVICE STARTED IN: July 1982
POPULATION SERVED: 51,500
SERVICE AREA (ha): 6,700

ADVISORY COMMITTEE? Yes
MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION	
Unable to Board	X
Unable to Use	
Unable to Use With Dignity	
Other	
ELIGIBILITY COMMITTEE?	No
MEMBERS: Eligibility Determined By Admin. Staff	

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS		
Eligible - Wheelchair	115	21%
- Ambulatory	420	78%
- Temporary	5	1%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	540	

HOW OFTEN LIST OF REGISTRANTS SCREENED	
At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES	Oper. Cost	Revenue
Dedicated	$ 164,806	
Non-Dedicated	$ 0	
TOTAL	$ 164,806	$ 31,942
NET OPERATING COST	$ 132,864	
Provincial Share	$ 87,906	
Municipal Share	$ 29,814	
Donations	$ 15,144	

ANNUAL ONE-WAY TRIPS	Dedicated	Non-Ded
Eligible - Wheelchair	9,081	0
- Ambulatory	8,063	0
Attendants/Companion	0	0
Other (not eligible)	0	0
TOTAL	17,144	0

TRIP TYPES		
Subscription	6,150	36%
Pre-booked	5,125	30%
Reservation	5,369	31%
Demand-Response	500	3%
UNACCOMMODATED TRIP REQUESTS	1,662	
CANCELLED TRIPS	1,348	
NO-SHOWS	181	

SERVICE

TYPE: Door to Door	
Curb to Curb	X
Accessible Door	
HOURS OF SERVICE	
Weekdays - 07:30 to 17:45	
Saturday - 08:00 to 17:00	
Sunday -	
Holidays - 08:00 to 16:00	
CALL-INS: Minimum 24 Hrs., Max. 7 Days	

METHODS	Manually	Computer
Registration		X
Reservations		X
Scheduling		X
Dispatching		X

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.00	$10.00	
Child	$1.00	$10.00	
Student	$1.00	$10.00	
Senior	$1.00	$10.00	
Attendant	$1.00	$10.00	
Companion	$1.00	$10.00	
Other			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Same

NORTH BAY VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	2	4	3	5.3
Small Buses	2	2	3	1.5
Purpose-Built				
Other				
TOTAL VEHICLES:	4			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

Peak Day	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Saturday	4	4	4	4	4			
Sunday	1	1	1	1	1			
Holidays								

ANNUAL KILOMETRES:

Revenue:	109,432
Total:	109,432

ANNUAL HOURS:

Revenue:	7,266
Total:	7,566

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:

- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	4			
Office	1	1		2
Maintenance				
Administration	1	—		—
TOTAL	6	1		2

OPERATOR'S UNION: NONE

Conventional Union: CUPE , LOCAL 1221

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$8.50	N/A
Maintenance:	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	19%
Net Operating Cost/Capita	$2.29
Municipal Net Cost/Capita	$0.29
Share of Net Cost - Provincial	75%
- Municipal (incl. Donations)	25%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$22.50
Cost/Kilometre	$1.51
Maintenance Cost/Kilometre	$0.448

SERVICE

Registrants/Capita:	0.0100
Revenue Vehicle Hours/Capita:	0.142
Trips/Capita:	0.333
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$6.61
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,824

SERVICE UTILIZATION

Trips/Hour	2.4
Kilometres/Hour	15.0
Average Kilometres/Trip	6.4
Trips/Registrant	31.7
Unaccommodated Trip Requests	10.9%
Cancellations	7.9%
No-Shows	1.1%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,824
Kilometres/Vehicle	27,358

OAKVILLE CARE - A - VAN

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: T.L. BEATSON (416)844-0881

OPERATIONS CONTACT: W. AKKERMANS (416) 844-0881

SERVICE STARTED IN: May 1980
POPULATION SERVED: 80,000
SERVICE AREA (ha): 7,000
ADVISORY COMMITTEE? Yes
MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:	
Unable to Board	X
Unable to Use	
Unable to Use With Dignity	
Other - Phys. Limit	
ELIGIBILITY COMMITTEE?	Yes
MEMBERS:	1
REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	146	26%
- Ambulatory	412	73%
- Temporary	5	1%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	563	

HOW OFTEN LIST OF REGISTRANTS SCREENED:	
At Least Annually	
Every 2 or 3 Years	X
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	371,492	
Non-Dedicated	$	0	
TOTAL	$	371,492	$ 7,115
NET OPERATING COST:	$	364,377	
Provincial Share	$	182,188	
Municipal Share	$	157,189	
Donations	$	25,000	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	4,414	0
- Ambulatory	10,058	0
Attendants/Companion	587	0
Other (not eligible)	0	0
TOTAL	15,059	0

TRIP TYPES

Subscription	0	0%
Pre-booked	0	0%
Reservation	15,059	100%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS:	190
CANCELLED TRIPS:	1,101
NO-SHOWS:	25

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X - One Step Max.

HOURS OF SERVICE:
Weekdays - 07:00 to 18:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 5 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$0.95	$8.50	TRIP C
Child	$0.95	$8.50	TRIP C
Student	$0.95	$8.50	TRIP C
Senior	$0.95	$8.50	TRIP C
Attendant	$0.95	$8.50	TRIP C
Companion	$0.95	$8.50	TRIP C
Other			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Shorter
Fare Structure: Same

OAKVILLE VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	4	5	6	4.0
Purpose-Built	1	0	0	NEW
Other				
TOTAL VEHICLES:	5			

OWNERSHIP: Municipality MAINTENANCE: Transit

FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12a
Peak Day								
Saturday	2	2	2	2	1			
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue:	180,549
Total:	180,549

ANNUAL HOURS:

Revenue:	5,020
Total:	5,020

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	3	3		
Office	5			
Maintenance	1			
Administration	1			
TOTAL	10	3		

OPERATOR'S UNION: CUPE, LOCAL 1994

Conventional Union: CUPE, LOCAL 1994

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$14.30	$14.30
Maintenance:	$17.09	$17.09

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	2%
Net Operating Cost/Capita	$4.05
Municipal Net Cost/Capita	$2.02
Share of Net Cost - Provincial	50%
- Municipal (incl. Donations)	50%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$74.00
Cost/Kilometre	$ 2.06
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita:	0.0080
Revenue Vehicle Hours/Capita:	0.056
Trips/Capita:	0.161
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$25.67
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,116

SERVICE UTILIZATION

Trips/Hour	2.9
Kilometres/Hour	36.0
Average Kilometres/Trip	12.5
Trips/Registrant	25.7
Unaccommodated Trip Requests	1.0%
Cancellations	7.3%
No-Shows	0.2%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,004
Kilometres/Vehicle	36,110

ORILLIA
WHEELCHAIR LIMOUSINE SERVICE

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: GAIL BARRET
(705)325-1311

OPERATIONS CONTACT:LAIDLAW SCHOOL TRANS
(416) 571-1222

SERVICE STARTED IN: June1987
POPULATION SERVED: 24,000
SERVICE AREA (ha): 2,129
ADVISORY COMMITTEE? Yes
MEMBERS: 5

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:		
Unable to Board	X	
Unable to Use		
Unable to Use With Dignity		
Other - Phys. Limt.		
ELIGIBILITY COMMITTEE?	Yes	
MEMBERS	3	
REGISTRATION REQUIRED?	Yes	
REGISTRATION CARDS?	Yes	
WAITING LIST?	No	
WAITING ON LIST?	N/A	

NUMBER OF REGISTRANTS:		
Eligible - Wheelchair	216	85%
- Ambulatory	37	15%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	256	

HOW OFTEN LIST OF REGISTRANTS SCREENED:	
At Least Annually	
Every 2 or 3 Years	X
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES:		Oper. Cost	Revenue
Dedicated	$	56,753	
Non-Dedicated	$	0	
TOTAL:	$	56,753	$ 4,671
NET OPERATING COST:	$	53,882	
Provincial Share	$	30,826	
Municipal Share	$	23,256	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded
Eligible - Wheelchair	3,266	0
- Ambulatory	502	0
Attendants/Companion	108	0
Other (not eligible)	32	0
TOTAL	3,908	0

TRIP TYPES:		
Subscription	450	12%
Pre-booked	512	13%
Reservation	2,836	75%
Demand-Response	10	0%
UNACCOMMODATED TRIP REQUESTS	0	
CANCELLED TRIPS	100	
NO-SHOWS	5	

SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:00 to 20:00
Saturday - 09:00 to 17:00
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 90 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:	Cash	Tickets & Punchcards	Monthly Pass
Adult:	$1.00	$1.00	
Child:	$1.00	$1.00	
Student:			
Senior:			
Attendant:			
Companion:			
Other:			

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Different, $0.70 Cash

ORILLIA VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	4	4	2.5
Purpose-Built				
Other				
TOTAL VEHICLES:	1			

OWNERSHIP: Municipality MAINTENANCE: Operator
FLEET DISTRIBUTION BY TIME OF DAY:

Peak Day	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12a
Saturday	1	1	1	1	1	1		
Sunday		1	1	1	1			
Holidays								

ANNUAL KILOMETRES:
- Revenue: 20,800
- Total: 23,000

ANNUAL HOURS:
- Revenue: 2,255
- Total: 2,631

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -
PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	1	3		
Office		2		
Maintenance		1		
Administration		1		
TOTAL	1	7		

OPERATOR'S UNION: CBRT, LOCAL 307
Conventional Union: NONE

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$8.50	($10.00)
Maintenance:	$13.50	$15.00

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 8%

Net Operating Cost/Capita	$2.25
Municipal Net Cost/Capita	$0.97
Share of Net Cost - Provincial	57%
- Municipal (incl. Donations)	43%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$26.06
Cost/Kilometre	$ 2.83
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita:	0.0110
Revenue Vehicle Hours/Capita:	0.084
Trips/Capita:	0.157
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$15.50
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	902

SERVICE UTILIZATION

Trips/Hour	1.7
Kilometres/Hour	9.0
Average Kilometres/Trip	5.5
Trips/Registrant	14.8
Unaccommodated Trip Requests	-
Cancellations	2.7%
No-Shows	0.1%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	2,255
Kilometres/Vehicle	20,800

OSHAWA
HANDI - TRANSIT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: I. SCHAFFER
(416) 725-7351

OPERATIONS CONTACT: DOUG MANUEL
(416) 571-1222

SERVICE STARTED IN: January 1974
POPULATION SERVED: 123,000
SERVICE AREA (ha): 6,216
ADVISORY COMMITTEE? Yes
MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	
Unable to Use With Dignity	X
Other - Phys. Limt.	
ELIGIBILITY COMMITTEE?	No
MEMBERS: Elig. Deter. By	
Admin. Staff & Med./Health Prof	

REGISTRATION REQUIRED?	No
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	
- Ambulatory	
- Temporary	
Attendants/Companions	
Other (not eligible)	
TOTAL:	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually		
Every 2 or 3 Years		
Every 4 or 5 Years		
Not Within Past 5 Years	X	
COMPANIONS ALLOWED IF SPACE?		Yes
VISITORS ELIGIBLE?		Yes

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Rev.
Dedicated	$	452,665	
Non-Dedicated	$	0	
TOTAL	$	452,666	$ 158,802
NET OPERATING COST	$	292,883	
Provincial Share	$	202,512	
Municipal Share	$	90,083	
Donations	$	288	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded
Eligible - Wheelchair	23,663	0
- Ambulatory	6,306	0
Attendants/Companion	4,045	0
Other (not eligible)	0	0
TOTAL	34,014	0

TRIP TYPES:

Subscription	11,226	33%
Pre-booked	4,006	12%
Reservation	6,564	19%
Demand-Response	8,153	24%
UNACCOMMODATED TRIP REQUESTS	0	
CANCELLED TRIPS	0	
NO-SHOWS	0	

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X Max. One Step

HOURS OF SERVICE:
Weekdays - 07:00 to 23:00
Saturday - 08:00 to 23:00
Sunday - 09:00 to 22:00
Holidays - 08:00 to 17:00

CALL-INS: Minimum 1Hr., Max. 3 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.00	$1.00	
Child	$1.00	$1.00	
Student	$1.00	$1.00	
Senior	$1.00	$1.00	
Attendant	$1.00	$1.00	
Companion	$1.00	$1.00	
Other	$1.00	$1.00	

OTHER METHODS OF PAYING FARE:
Agency Contracts & Monthly Billings

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

OSHAWA VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	6	6	4	4.0
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES:	6			

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

	8-8	8-11	11-2	2-4	4-6	6-8	8-1	12a
Peak Day	5	5	4	6	6	1	1	
Saturday	1	1	1	1	1	1	1	
Sunday		1	1	1	1	1	1	
Holidays								

ANNUAL KILOMETRES:	
Revenue:	203,892
Total:	203,892
ANNUAL HOURS:	
Revenue:	14,401
Total:	15,856
IS NON-DEDICATED SERVICE AVAILABLE?	Yes
NUMBER OF OPERATORS:	1
PAYMENT METHOD:	
Flat Rate/trip	
Per Hour	
Per Kilometre	X
Meter Rate	
PAYMENT VERIFICATION:	

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	7	2		
Office	2		1	
Maintenance				
Administration	2			
TOTAL	11	2	1	

OPERATORS UNION: NONE
Conventional Union: TBEW, LOCAL 636

MAXIMUM WAGE RATES:

		(Conventional)
Operators:		
Maintenance:	$10.40	($15.15)
	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	35%
Net Operating Cost/Capita	$2.36
Municipal Net Cost/Capita	$0.73
Share of Net Cost - Provincial	69%
- Municipal (incl. Donations)	31%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$30.27
Cost/Kilometre	$ 2.22
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita:	-
Revenue Vehicle Hours/Capita:	0.122
Trips/Capita:	0.244
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$15.11
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,870

SERVICE UTILIZATION

Trips/Hour	2.0
Kilometres/Hour	14.0
Average Kilometres/Trip	6.8
Trips/Registrant	-
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,870
Kilometres/Vehicle	25,486

OTTAWA - CARLETON
PARA TRANSPO

SERVICE OPERATED BY: Transit Authority

MUNICIPAL CONTACT: PAT LARKIN
(613) 748-4406

OPERATIONS CONTACT: PAT LARKIN
(613) 748-4406

SERVICE STARTED IN: 1974
POPULATION SERVED: 568,000
SERVICE AREA (ha): 35,850
ADVISORY COMMITTEE? Yes
MEMBERS: 12

REGISTRANTS

LOCAL ELIGIBILITY CRITERION
- Unable to Board
- Unable to Use
- Unable to Use With Dignity
- Other - Phys. Limit

ELIGIBILITY COMMITTEE? No
MEMBERS: Eligibility Deter. By Administrative Staff

REGISTRATION
REQUIRED? Yes
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	4,150	31%
- Ambulatory	8,423	63%
- Temporary	700	5%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	13,282	

HOW OFTEN LIST OF REGISTRANTS SCREENED
- At Least Annually
- Every 2 or 3 Years: X
- Every 4 or 5 Years
- Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	6,882,067	
Non-Dedicated	$	0	
TOTAL	$	6,882,067	$ 468,937
NET OPERATING COST	$	6,413,130	
Provincial Share	$	3,271,347	
Municipal Share	$	3,141,783	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	179,417	0
- Ambulatory	184,340	0
Attendants/Companion	33,656	0
Other (not eligible)	0	0
TOTAL	407,418	0

TRIP TYPES

Subscription	175,926	43%
Pre-booked	0	0%
Reservation	186,785	46%
Demand-Response	63,181	16%

UNACCOMMODATED TRIP REQUESTS: 1,465
CANCELLED TRIPS: 36,286
NO-SHOWS: 18,457

SERVICE

TYPE: Door to Door
- Curb to Curb
- Accessible Door: X Max. One Step

HOURS OF SERVICE
- Weekdays - 06:30 to 00:30
- Saturday - 07:00 to 00:30
- Sunday - 07:00 to 00:30
- Holidays - 07:00 to 00:30

CALL-INS: Minimum 24 Hrs., Max. 7 Days

METHODS

	Manually	Computer
Registration		X
Reservations		X
Scheduling		X
Dispatching		X

FARE STRUCTURE

	Cash	Tickets & Punchcards	Monthly Passes
Adult	$0.85	$0.85	$34.00
Child	$0.85	$0.85	$34.00
Student	$0.85	$0.85	$34.00
Senior	$0.85	$0.85	$34.00
Attendant			
Companion	$0.85	$0.85	$34.00
Other	$0.85	$0.85	$34.00

OTHER METHODS OF PAYING FARE
Premium Charge in Am & Pm Peak
COMPARISON WITH CONVENTIONAL TRANSIT
- Conventional Hours: Same
- Fare Structure: Same As Adult Premium

OTTAWA - CARLETON VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan	20	0	5	3.0
Modified Vans				
Small Buses	53	3	4	3.0
Purpose-Built	9	6	3	2.0
Other				
TOTAL VEHICLES:	82			

OWNERSHIP: Contractor MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-1	12a
Peak Day	57	57	56	73	73	17	16	
Saturday	4	26	22	26	23	12	12	
Sunday	5	17	14	17	17	15	15	
Holidays	5	15	13	15	14	13	13	

ANNUAL KILOMETRES:
- Revenue: 3,675,264
- Total: 4,141,614

ANNUAL HOURS:
- Revenue: 195,087
- Total: 215,880

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS:

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Mixed Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	130			
Office	20	4		
Maintenance	8	8		
Administration	4	—		
TOTAL	162	12		

OPERATOR'S UNION: ATU, LOCAL 279
Conventional Union: ATU, LOCAL 279

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$11.80	($15.29)
Maintenance:	$13.88	($18.16)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	7%
Net Operating Cost/Capita	$11.29
Municipal Net Cost/Capita	$5.53
Share of Net Cost - Provincial	51%
- Municipal (incl. Donations)	49%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$35.28
Cost/Kilometre	$ 1.87
Maintenance Cost/Kilometre	$0.221

SERVICE

Registrants/Capita:	0.0230
Revenue Vehicle Hours/Capita:	0.343
Trips/Capita:	0.658
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$18.41
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,501

SERVICE UTILIZATION

Trips/Hour	1.9
Kilometres/Hour	19.0
Average Kilometres/Trip	9.8
Trips/Registrant	28.1
Unaccommodated Trip Requests	0.4%
Cancellations	9.7%
No-Shows	4.9%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,379
Kilometres/Vehicle	44,820

OWEN SOUND
OWEN SOUND TRANSIT

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: JIM COBURN
(519) 376-1440

OPERATIONS CONTACT:

SERVICE STARTED IN: June 1988
POPULATION SERVED: 20,000
SERVICE AREA (ha): 2,370
ADVISORY COMMITTEE? Yes
MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	
Unable to Use	X
Unable to Use With Dignity	
Other	
ELIGIBILITY COMMITTEE?	Yes
MEMBERS:	3

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	152	42%
- Ambulatory	204	58%
- Temporary	10	3%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	366	

HOW OFTEN LIST OF REGISTRANTS SCREENED:	X
At Least Annually	
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	No
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	73,148	
Non-Dedicated	$	0	
TOTAL:	$	73,148	$ 8,211
NET OPERATING COST	$	64,937	
Provincial Share	$	44,627	
Municipal Share	$	20,310	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	2,196	0
- Ambulatory	6,059	0
Attendants/Companion	1,376	0
Other (not eligible)	0	0
TOTAL	9,631	0

TRIP TYPES

Subscription	0	0%
Pre-booked	0	0%
Reservation	9,631	100%
Demand-Response	0	0%
UNACCOMMODATED TRIP REQUESTS	0	
CANCELLED TRIPS	0	
NO-SHOWS:	0	

SERVICE

TYPE: Door to Door	X
Curb to Curb	
Accessible Door	

HOURS OF SERVICE:
Weekdays - 08:00 to 17:00
Saturday - 12:00 to 17:00
Sunday -
Holidays -

CALL-INS: No Minimum , No Maximum

METHODS:	Manually	Computer
Registration		
Reservations		X
Scheduling	X	
Dispatching	X	
FARE STRUCTURE	X	

	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.00		$29.00
Child			
Student	$0.80		$14.00
Senior	$0.80		$21.00
Attendant	$0.80		$21.00
Companion			
Other			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Shorter
Fare Structure: Same

OWEN SOUND VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	5	4	2.0
Purpose-Built				
Other				
TOTAL VEHICLES:	1			

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-1	12+
Peak Day	1	1	1	1	1			
Saturday			1	1				
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: N/A
- Total: N/A

ANNUAL HOURS:
- Revenue: 2,260
- Total: 2,260

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/trip: X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators				
Office				
Maintenance				
Administration	1			
TOTAL	1			

OPERATOR'S UNION: CBRTGW, LOCAL 307
Conventional Union: CBRTGW, LOCAL 307

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$10.20	($10.20)
Maintenance:	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 11%

Net Operating Cost/Capita	$3.25
Municipal Net Cost/Capita	$1.02
Share of Net Cost - Provincial	69%
- Municipal (incl. Donations)	31%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$32.37
Cost/Kilometre	-
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita:	0.0180
Revenue Vehicle Hours/Capita:	0.113
Trips/Capita:	0.413
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$8.86
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	-

SERVICE UTILIZATION

Trips/Hour	3.7
Kilometres/Hour	-
Average Kilometres/Trip	-
Trips/Registrant	22.6
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	2,260
Kilometres/Vehicle	-

PARIS
COMMUNITY Y VAN SERVICE

SERVICE OPERATED BY: Hospital

MUNICIPAL CONTACT: GLORIA TAYLOR
(519)442-6524

OPERATIONS CONTACT: LYNDA TRIMBLE
(519) 442-2251

SERVICE STARTED IN: October 1976
POPULATION SERVED: 8,100
SERVICE AREA (ha): 1,121
ADVISORY COMMITTEE? Yes
MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	
Unable to Use With Dignity	X
Other - Phys. Limt.	

ELIGIBILITY COMMITTEE? No
MEMBERS: Eligibility Deter. By Recreational Therapy Dept

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	102	48%
- Ambulatory	85	40%
- Temporary	4	2%
Attendants/Companions	20	9%
Other (not eligible)	0	0%
TOTAL:	211	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? No

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	39,826	
Non-Dedicated	$	0	
TOTAL:	$	39,826	$ 0
NET OPERATING COST	$	39,826	
Provincial Share	$	20,761	
Municipal Share	$	19,165	
Donations	$	0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	3,655	0
- Ambulatory	0	0
Attendants/Companion	349	0
Other (not eligible)	0	0
TOTAL	4,004	0

TRIP TYPES:

Subscription	0	0%
Pre-booked	1,201	30%
Reservation	2,403	60%
Demand-Response	400	10%

UNACCOMMODATED TRIP REQUESTS: 100
CANCELLED TRIPS: 25
NO-SHOWS: 5

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:
Weekdays - 09:00 to 16:00
Saturday - 09:00 to 12:00
Sunday -
Holidays -

CALL-INS: Minimum 6 Hrs., Maximum 60 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:	Tickets & Cash	Punchcards	Monthly Passes
Adult:			
Child:			
Student:			
Senior:			
Attendant:			
Companion:			
Other:			

OTHER METHODS OF PAYING FARE:
No Set Fare, Donations Accepted

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Shorter
Fare Structure: Different, $2.00 Cash

PARIS VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	1	3	3	11.0
Small Buses	1	5	8	4.0
Purpose-Built				
Other				
TOTAL VEHICLES:	2			

OWNERSHIP: Hospital MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day								
Saturday		1	1	1				
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue:	21,660
Total:	22,000

ANNUAL HOURS:

Revenue:	1,618
Total:	1,743

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators		2		
Office			1	
Maintenance			1	
Administration				
TOTAL		2	2	

OPERATOR'S UNION: SEIU, LOCAL 204
Conventional Union: None

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$10.97	(N/A)
Maintenance:	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost -

Net Operating Cost/Capita	$4.93
Municipal Net Cost/Capita	$2.37
Share of Net Cost - Provincial	52%
- Municipal (incl. Donations)	48%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$24.68
Cost/Kilometre	$1.84
Maintenance Cost/Kilometre	$0.200

SERVICE

Registrants/Capita:	0.0260
Revenue Vehicle Hours/Capita:	0.200
Trips/Capita:	0.451
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$10.92
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,616

SERVICE UTILIZATION

Trips/Hour	2.3
Kilometres/Hour	13.0
Average Kilometres/Trip	5.8
Trips/Registrant	17.3
Unaccommodated Trip Requests	2.7%
Cancellations	0.7%
No-Shows	0.1%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	809
Kilometres/Vehicle	10,840

PEEL TRANSHELP

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: N. McLEOD (416)568-0394

OPERATIONS CONTACT: N. McLEOD (416)568-0394

SERVICE STARTED IN: 1981
POPULATION SERVED: 684,000
SERVICE AREA (ha): 75,897
ADVISORY COMMITTEE? Yes
MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION		
Unable to Board	X	
Unable to Use		
Unable to Use With Dignity		
Other - Phys. Limit.		
ELIGIBILITY COMMITTEE?	No	
MEMBERS: Elig. Door By Admin Staff & Medical/Health Prof		
REGISTRATION REQUIRED?	Yes	
REGISTRATION CARDS?	No	
WAITING LIST?	No	
WAITING ON LIST?	N/A	
NUMBER OF REGISTRANTS		
Eligible - Wheelchair	775	40%
- Ambulatory	1,148	60%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	1,923	
HOW OFTEN LIST OF REGISTRANTS SCREENED		
At Least Annually	X	
Every 2 or 3 Years		
Every 4 or 5 Years		
Not Within Past 5 Years		
COMPANIONS ALLOWED IF SPACE?	Yes	
VISITORS ELIGIBLE?	Yes	

FINANCIAL

OPERATING COSTS AND REVENUES

	Oper. Cost	Revenue
Dedicated	$ 1,574,825	
Non-Dedicated	$ 500,447	
TOTAL	$ 2,075,072	$ 279,252
NET OPERATING COST	$ 1,795,820	
Provincial Share	$ 864,360	
Municipal Share	$ 929,690	
Donations	$ 1,550	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded.
Eligible - Wheelchair	50,552	5,617
- Ambulatory	28,192	37,246
Attendants/Companion	8,805	4,794
Other (not eligible)	0	0
TOTAL	87,849	47,657

TRIP TYPES

Subscription	80,137	68%
Pre-booked	0	0%
Reservation	44,029	33%
Demand-Response	1,040	0%
UNACCOMMODATED TRIP REQUESTS	62	
CANCELLED TRIPS	7,614	
NO-SHOWS	1,085	

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X-Three Steps Max

HOURS OF SERVICE
Weekdays - 07:30 to 23:30
Saturday - 08:00 to 23:30
Sunday - 08:00 to 17:00
Holidays - 08:00 to 17:00

CALL-INS: Minimum 48 Hrs., No Max

METHODS:

	Manually	Computer
Registration		X
Reservations		X
Scheduling		X
Dispatching		X

FARE STRUCTURE

	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.10	$/$5.50	$46.00
Child	$1.10	$/$5.50	$46.00
Student	$1.10	$/$5.50	$46.00
Senior	$1.10	$/$5.50	$46.00
Attendant			
Companion	$1.10	$/$5.50	
Other			

OTHER METHODS OF PAYING FARE
30 Trip Pass $33.00

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Same

PEEL VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	3	4	4	2.0
Small Buses	18	5	6	3.0
Purpose-Built	2	6	6	3.0
Other	2	7	14	3.0
TOTAL VEHICLES	25			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day	15	20	202	20	20	5	5	
Saturday		6	6	6	6	3	3	
Sunday		2	3	2	2			
Holidays		1	2	1	1			

ANNUAL KILOMETRES:

Revenue:	965,365
Total:	975,365

ANNUAL HOURS:

Revenue:	40,480
Total:	40,910

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 3

PAYMENT METHOD:

Flat Rate/trip	
Per Hour	
Per Kilometre	
Meter Rate	X

PAYMENT VERIFICATION: Spot checks by taxi licensor.

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	18	16		
Office	6	3		
Maintenance	4			
Administration	7	--		
TOTAL	35	19		

OPERATOR'S UNION: CUPE, LOCAL 1483A
Conventional Union: ATU, LOCAL N/A

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$12.10	N/A
Maintenance:	$14.54	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	13%
Net Operating Cost/Capita	$2.71
Municipal Net Cost/Capita	$1.26
Share of Net Cost - Provincial	54%
- Municipal (incl. Donations)	46%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$38.88
Cost/Kilometre	$1.61
Maintenance Cost/Kilometre	$0.274

SERVICE

Registrants/Capita:	0.0030
Revenue Vehicle Hours/Capita:	0.061
Trips/Capita:	0.183
Trips by Non-Dedicated Service:	35%

EFFECTIVENESS

COST/TRIP - Dedicated	$20.00
- Non-Dedicated	$11.66

LABOUR PRODUCTIVITY

Hours/Operator	1,557

SERVICE UTILIZATION

Trips/Hour	1.9
Kilometres/Hour	24.0
Average Kilometres/Trip	12.4
Trips/Registrant	63.2
Unaccommodated Trip Requests	0.1%
Cancellations	6.4%
No-Shows	0.9%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,620
Kilometres/Vehicle	39,015

PEMBROKE HANDI-BUS

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: BARRY CHURCH
(613) 735-3675

OPERATIONS CONTACT: FORREST FRASER
(613) 732-3661

SERVICE STARTED IN: Aug 1980
POPULATION SERVED: 25,000
SERVICE AREA (ha): N/A

ADVISORY COMMITTEE? Yes
MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	X
Unable to Use With Dignity	X
Other	

ELIGIBILITY COMMITTEE?	Yes
MEMBERS:	3
REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	15	17%
- Ambulatory	75	83%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	90	

HOW OFTEN LIST OF REGISTRANTS SCREENED	
At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	No
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost		Revenue
Dedicated	$	36,341		
Non-Dedicated	$	0		
TOTAL	$	36,341	$	2,117
NET OPERATING COST	$	34,224		
Provincial Share	$	17,112		
Municipal Share	$	0		
Donations	$	17,112		

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	369	0
- Ambulatory	411	0
Attendants/Companion	128	0
Other (not eligible)	0	0
TOTAL	907	0

TRIP TYPES		
Subscription	78	8%
Pre-booked	0	0%
Reservation	702	75%
Demand-Response	114	12%
UNACCOMMODATED TRIP REQUESTS	0	
CANCELLED TRIPS	35	
NO-SHOWS	0	

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X - 4 Steps Or Less

HOURS OF SERVICE
Weekdays - 08:15 to 16:45
Saturday -
Sunday -
Holidays -

CALL-INS: Min. 24 Hrs, No Maximum

METHODS	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$2.00		
Child	$2.00		
Student	$2.00		
Senior	$2.00		
Attendant			
Companion			
Other			

OTHER METHODS OF PAYING FARE: Punch Cards For 10 Trips

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Different, $1.00 cash

PEMBROKE VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	2	3	6	4.0
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES:	2			

OWNERSHIP: MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day	1	1	1	1	1	1	1	
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 6,818
- Total: 7,518

ANNUAL HOURS:
- Revenue: 1,817
- Total: 2,016

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/op
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	1	1		
Office		1		
Maintenance				
Administration	-	-		
TOTAL	1	2		

OPERATOR'S UNION: NONE
Conventional Union: NONE

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$10.00	$12.01
Maintenance:	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 6%

Net Operating Cost/Capita	$1.37
Municipal Net Cost/Capita	$0.68
Share of Net Cost - Provincial	50%
- Municipal (incl. Donations)	50%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$20.00
Cost/Kilometre	$5.33
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita:	0.0040
Revenue Vehicle Hours/Capita:	0.073
Trips/Capita:	0.032
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$44.92
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator: -

SERVICE UTILIZATION

Trips/Hour	0.4
Kilometres/Hour	4.0
Average Kilometres/Trip	8.4
Trips/Registrant	9.0
Unaccommodated Trip Requests	-
Cancellations	4.3%
No-Shows	-

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	908
Kilometres/Vehicle	3,409

PETERBOROUGH HANDI - VAN

SERVICE OPERATED BY Municipality

MUNICIPAL CONTACT R MACKAY
(705)748-8895

OPERATIONS CONTACT WILLIAM PACKER
(705)745-0525

SERVICE STARTED IN September 1976
POPULATION SERVED 62,900
SERVICE AREA (ha) 5,322
ADVISORY COMMITTEE? Yes
MEMBERS 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION	
Unable to Board	X
Unable to Use	X
Unable to Use With Dignity	
Other - Phys Limit	
ELIGIBILITY COMMITTEE?	No
MEMBERS Elig Deter By	
Medical/Health Prof	
REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS		
Eligible - Wheelchair	310	40%
- Ambulatory	512	60%
- Temporary	2	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	826	

HOW OFTEN LIST OF REGISTRANTS SCREENED	
At Least Annually	
Every 2 or 3 Years	
Every 4 or 5 Years	X
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper Cost	Revenue
Dedicated	$	331,863	
Non-Dedicated	$	1,307	
TOTAL	$	333,170	$ 40,160
NET OPERATING COST	$	293,010	
Provincial Share	$	208,537	
Municipal Share	$	84,473	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	18,012	0
- Ambulatory	21,057	0
Attendants/Companion	2,711	0
Other (not eligible)	0	0
TOTAL	39,780	0

TRIP TYPES		
Subscription	11,928	30%
Pre-booked	15,804	40%
Reservation	11,133	28%
Demand-Response	795	2%
UNACCOMMODATED TRIP REQUESTS	0	
CANCELLED TRIPS	3,272	
NO-SHOWS	262	

SERVICE

TYPE Door to Door
Curb to Curb
Accessible Door X-Tree Stops

HOURS OF SERVICE
Weekdays - 07:15 to 23:15
Saturday - 07:15 to 23:15
Sunday - 09:30 to 20:00
Holidays -

CALL-INS Minimum 24 Hrs., Max. 7 Days

METHODS	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.00		$36.00
Child	$0.70		$17.00
Student	$1.00		$27.50
Senior	$1.00		$ 8.00
Attendant	$1.00		
Companion	$1.00		
Other			

OTHER METHODS OF PAYING FARE

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours Longer
Fare Structure Same

PETERBOROUGH VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	5	4	5	2.5
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	5			

OWNERSHIP: Municipality MAINTENANCE: Municipality
FLEET DISTRIBUTION BY TIME OF DAY

Peak Day	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Saturday	4	5	5	5	4	1	1	
Sunday	1	2	2	2	1	1	1	
Holidays		2	1	1	1	1		

ANNUAL KILOMETRES:
- Revenue: 170,000
- Total: 170,000

ANNUAL HOURS:
- Revenue: 11,500
- Total: 11,500

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 0

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate: X

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	5	1		
Office	1	2		
Maintenance				
Administration	1	—		
TOTAL	7	3		

OPERATOR'S UNION: ATU, LOCAL 1320
Conventional Union: ATU, LOCAL 1320

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$13.84	$13.84
Maintenance:	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 12%

Net Operating Cost/Capita	$4.73
Municipal Net Cost/Capita	$1.38
Share of Net Cost - Provincial	71%
- Municipal (incl. Donations)	29%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$28.64
Cost/Kilometre	$ 1.84
Maintenance Cost/Kilometre	$0.147

SERVICE

Registrants/Capita:	0.0130
Revenue Vehicle Hours/Capita:	0.187
Trips/Capita:	0.568
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$ 8.06
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	2,107

SERVICE UTILIZATION

Trips/Hour	3.2
Kilometres/Hour	16.0
Average Kilometres/Trip	4.9
Trips/Registrant	44.9
Unaccommodated Trip Requests	-
Cancellations	8.8%
No-Shows	0.7%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	2,318
Kilometres/Vehicle	35,864

PORT HOPE ROLLS

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: D. PEARSON (416)885-4544

OPERATIONS CONTACT: MR. R. WEBSTER (416)885-2771

SERVICE STARTED IN: May 1986
POPULATION SERVED: 11,850
SERVICE AREA (ha): 1,000
ADVISORY COMMITTEE? Yes
MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION	
Unable to Board	X
Unable to Use	X
Unable to Use With Dignity	X
Other	
ELIGIBILITY COMMITTEE?	No
MEMBERS: Elig Detor By	
Medical/Health Prof	
REGISTRATION	
REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS		
Eligible - Wheelchair	82	55%
- Ambulatory	66	45%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	148	

HOW OFTEN LIST OF REGISTRANTS SCREENED	
At Least Annually	
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	X
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper Cost	Revenue
Dedicated	$	61,800	
Non-Dedicated	$	0	
TOTAL	$	61,800	$ 8,268
NET OPERATING COST	$	53,332	
Provincial Share	$	26,666	
Municipal Share	$	26,666	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	704	0
- Ambulatory	2,379	0
Attendants/Companion	146	0
Other (not eligible)	0	0
TOTAL	3,229	0

TRIP TYPES		
Subscription	1,035	32%
Pre-booked	36	1%
Reservation	121	4%
Demand-Response	2,037	63%
UNACCOMMODATED TRIP REQUESTS	0	
CANCELLED TRIPS	269	
NO-SHOWS	14	

SERVICE

TYPE: Door to Door	
Curb to Curb	
Accessible Door	X-One Step Max.
HOURS OF SERVICE	
Weekdays - 08:00 to 17:00	
Saturday -	
Sunday -	
Holidays -	
CALL-INS: Minimum 24 Hrs., No Maximum	

METHODS	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.00		
Child	$1.00		
Student	$1.00		
Senior	$1.00		
Attendant	$1.00		
Companion	$1.00		
Other			

OTHER METHODS OF PAYING FARE	
School Bd. Contracts $6.00/Stud	
COMPARISON WITH CONVENTIONAL TRANSIT	
Conventional Hours	Shorter
Fare Structure	Different, $0.60 Cash

PORT HOPE VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	4	4	2.0
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Municipality MAINTENANCE: Operator
FLEET DISTRIBUTION BY TIME OF DAY:

Peak Day	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Saturday	1	1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 17,604
- Total: 17,604

ANNUAL HOURS:
- Revenue: 2,340
- Total: 2,340

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS:
PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	1	1		
Office		1		
Maintenance		1		
Administration		1		
TOTAL	1	4		

OPERATOR'S UNION: NONE
Conventional Union: NONE

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$9.20	N/A
Maintenance:	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	13%
Net Operating Cost/Capita	$4.50
Municipal Net Cost/Capita	$2.25
Share of Net Cost - Provincial	50%
- Municipal (incl. Donations)	50%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$26.33
Cost/Kilometre	$ 3.50
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita:	0.0120
Revenue Vehicle Hours/Capita:	0.197
Trips/Capita:	0.280
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$19.88
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,560

SERVICE UTILIZATION

Trips/Hour	1.3
Kilometres/Hour	8.0
Average Kilometres/Trip	5.7
Trips/Registrant	20.8
Unaccommodated Trip Requests	-
Cancellations	8.7%
No-Shows	0.5%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	2,340
Kilometres/Vehicle	17,604

RENFREW
SUNSHINE COACH SERVICE

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: BILL MCMAHON
(613)432-4848

OPERATIONS CONTACT: DOUG HEADRICK
(613)432-2134

SERVICE STARTED IN: March1988
POPULATION SERVED: 11,000
SERVICE AREA (ha): 1,306
ADVISORY COMMITTEE? Yes
MEMBERS: 6

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	
Unable to Use With Dignity	X
Other	
ELIGIBILITY COMMITTEE?	No
MEMBERS: Elig. Detor. By	
Medical/Health Prof.	
REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	80	50%
- Ambulatory	55	33%
- Temporary	20	12%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	166	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	
Every 2 or 3 Years	X
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES:

		Oper. Cost	Revenue
Dedicated	$	84,135	
Non-Dedicated	$	42	
TOTAL	$	84,177	$ 45,040
NET OPERATING COST	$	39,047	
Provincial Share	$	29,231	
Municipal Share	$	0	
Donations	$	9,816	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	3,521	0
- Ambulatory	2,375	10
Attendants/Companion	1,008	0
Other (not eligible)	0	0
TOTAL	6,918	10

TRIP TYPES:

Subscription	1,500	22%
Pre-booked	600	9%
Reservation	2,400	35%
Demand-Response	1,446	21%
UNACCOMMODATED TRIP REQUESTS:	50	
CANCELLED TRIPS:	50	
NO-SHOWS:	25	

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X-One Step or Ramp

HOURS OF SERVICE:
Weekdays - 08:30 to 16:30
Saturday - 10:00 to 15:00
Sunday - 09:00 to 12:00
Holidays -

CALL-IN: Minimum 24 Hrs., No Max.

METHODS:

	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$2.25	10/$22.50	
Child	$2.25	10/$22.50	
Student:	$2.25	10/$22.50	
Senior	$2.25	10/$22.50	
Attendant			
Companion			
Other:			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: No Conv. Service
Fare Structure: No Conv. Service

RENFREW VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	2	3	5	3.0
Purpose-Built				
Other	—			
TOTAL VEHICLES:	2			

OWNERSHIP: Non-Profit Organization MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day	2	2	2	2				
Saturday		1	1	1				
Sunday		1						
Holidays								

ANNUAL KILOMETRES:
- Revenue: 37,375
- Total: 38,125

ANNUAL HOURS:
- Revenue: 2,792
- Total: 3,482

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/trip: X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	2			
Office				
Maintenance				
Administration	1			
TOTAL	3			

OPERATOR'S UNION: NONE

Conventional Union: NO CONVENTIONAL SERVICE

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$8.50	-
Maintenance:	N/A	-

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	54%
Net Operating Cost/Capita	$3.56
Municipal Net Cost/Capita	$0.89
Share of Net Cost - Provincial	75%
- Municipal (incl. Donations)	25%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$30.13
Cost/Kilometre	$ 2.25
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita:	0.0150
Revenue Vehicle Hours/Capita:	0.254
Trips/Capita:	0.536
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$14.22
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,396

SERVICE UTILIZATION

Trips/Hour	2.1
Kilometres/Hour	13.0
Average Kilometres/Trip	6.3
Trips/Registrant	35.7
Unaccommodated Trip Requests	0.8%
Cancellations	0.8%
No-Shows	0.4%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,396
Kilometres/Vehicle	18,688

RICHMOND HILL MOBILITY BUS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: W. J. NEWTON (416)737-4150

OPERATIONS CONTACT: AVIS EVANS (416)737-4150

SERVICE STARTED IN: June 1980
POPULATION SERVED: 71,000
SERVICE AREA (ha): 2,000
ADVISORY COMMITTEE? Yes
MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	X
Unable to Use With Dignity	
Other	

ELIGIBILITY COMMITTEE? Yes
MEMBERS: 3

REGISTRATION

REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	200	28%
- Ambulatory	503	72%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	703	

HOW OFTEN LIST OF REGISTRANTS SCREENED

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	131,818	
Non-Dedicated	$	3,187	
TOTAL	$	135,005	$ 2,677
NET OPERATING COST	$	132,328	
Provincial Share	$	66,164	
Municipal Share	$	66,064	
Donations	$	100	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	1,930	80
- Ambulatory	5,416	307
Attendants/Companion	400	0
Other (not eligible)	0	0
TOTAL	7,746	387

TRIP TYPES

Subscription	2,440	30%
Pre-booked	1,220	15%
Reservation	4,473	55%
Demand-Response	0	0%
UNACCOMMODATED TRIP REQUESTS	0	
CANCELLED TRIPS	450	
NO-SHOWS	0	

SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE
Weekdays - 07:00 to 19:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 7 Days

METHODS	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.00		
Child	$0.60		
Student	$0.75		$32.00
Senior	$0.60		
Attendant			
Companion			
Other			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Same

RICHMOND HILL VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (y/m)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	4	4	4 0
Purpose-Built	1	5	6	1 0
Other				
TOTAL VEHICLES:	2			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	2	2	2	2	1	1		
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 5,300
- Total: N/A

ANNUAL HOURS:
- Revenue: 3,879
- Total: 4,129

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate: X

PAYMENT VERIFICATION:

Monthly Billings Signed

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	2			
Office	1	1		
Maintenance	1			
Administration	1	3		
TOTAL	5	4		

OPERATOR'S UNION: CUPE, LOCAL 2471
Conventional Union: NONE

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$13.24	N/A
Maintenance:	$14.90	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	2%
Net Operating Cost/Capita	$1.86
Municipal Net Cost/Capita	$0.93
Share of Net Cost - Provincial	50%
- Municipal (incl. Donations)	50%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$33.98
Cost/Kilometre	$ 24.67
Maintenance Cost/Kilometre	$0.029

SERVICE

Registrants/Capita:	0.0100
Revenue Vehicle Hours/Capita:	0.056
Trips/Capita:	0.109
Trips by Non-Dedicated Service:	9%

EFFECTIVENESS

COST/TRIP - Dedicated	$17.94
- Non-Dedicated	58.23

LABOUR PRODUCTIVITY

Hours/Operator	1,940

SERVICE UTILIZATION

Trips/Hour	1.9
Kilometres/Hour	1.0
Average Kilometres/Trip	0.7
Trips/Registrant	11.0
Unaccommodated Trip Requests	-
Cancellations	5.8%
No-Shows	-

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,940
Kilometres/Vehicle	2,650

SARNIA & POINT EDWARD CARE - A VAN

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: LORRAINE OLIVER
(519)336-3271

OPERATIONS CONTACT: BILL SEYMOUR
(519)336-3788

SERVICE STARTED IN: January 1981
POPULATION SERVED: 73,798
SERVICE AREA (ha): 5,154
ADVISORY COMMITTEE? No
MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION	
Unable to Board	X
Unable to Use	
Unable to Use With Dignity	
Other	
ELIGIBILITY COMMITTEE?	No
MEMBERS: Determined By Admin Staff	
REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS	
Eligible - Wheelchair	N/A
- Ambulatory	N/A
- Temporary	N/A
Attendants/Companions	N/A
Other (not eligible)	N/A
TOTAL:	1,184

HOW OFTEN LIST OF REGISTRANTS SCREENED:		
At Least Annually		
Every 2 or 3 Years		
Every 4 or 5 Years		
Not Within Past 5 Years	X	
COMPANIONS ALLOWED IF SPACE?		Yes
VISITORS ELIGIBLE?		Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	243,180	
Non-Dedicated	$	0	
TOTAL	$	243,180	$ 103,897
NET OPERATING COST	$	139,283	
Provincial Share	$	88,784	
Municipal Share	$	30,499	
Donations	$	20,000	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	4,588	0
- Ambulatory	10,706	0
Attendants/Companion	1,478	0
Other (not eligible)	0	0
TOTAL	16,772	0

TRIP TYPES		
Subscription	7,647	46%
Pre-booked	3,059	18%
Reservation	4,588	27%
Demand-Response	0	0%
UNACCOMMODATED TRIP REQUESTS	348	
CANCELLED TRIPS	1,644	
NO-SHOWS	264	

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X - One Step Max.

HOURS OF SERVICE
Weekdays - 07:30 to 21:30
Saturday - 09:30 to 17:00
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs. Max. 7 Days

METHODS	Manually	Computer
Registration		X
Reservations		X
Scheduling		X
Dispatching	X	

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.00	$0.95	$38.00
Child	$0.65	$0.60	$24.00
Student	$0.65	$0.60	$24.00
Senior	$1.00	$1.00	
Attendant	$1.00	$0.95	$38.00
Companion	$1.00	$0.95	$38.00
Other			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Same
Fare Structure: Same

SARNIA & PT. EDWARD VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average [illegible]
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	5	3	7	3.0
Other				
TOTAL VEHICLES:	3			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day	3	4	3	4	1	1		
Saturday		1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 107,475
- Total: 112,423

ANNUAL HOURS:
- Revenue: 7,160
- Total: 8,524

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	4			
Office			2	
Maintenance			10	
Administration	1		-	
TOTAL	5		12	

OPERATOR'S UNION: CBRT&GW, LOCAL 184
Conventional Union: CBRT&GW, LOCAL 184

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$12.43	$12.43
Maintenance:	$14.80	$14.80

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 43%

Net Operating Cost/Capita	$1.69
Municipal Net Cost/Capita	$0.68
Share of Net Cost - Provincial	64%
- Municipal (incl. Donations)	36%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$33.96
Cost/Kilometre	$ 2.26
Maintenance Cost/Kilometre	$0.178

SERVICE

Registrants/Capita:	0.0160
Revenue Vehicle Hours/Capita:	0.087
Trips/Capita:	0.207
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$15.90
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,790

SERVICE UTILIZATION

Trips/Hour	2.1
Kilometres/Hour	15.0
Average Kilometres/Trip	7.0
Trips/Registrant	13.3
Unaccommodated Trip Requests	2.3%
Cancelations	10.7%
No-Shows	1.7%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,432
Kilometres/Vehicle	21,488

SAULT STE. MARIE PARA BUS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: R.B. AVERY (705)759-5309

OPERATIONS CONTACT: A.J. GAGNON (705)759-5436

SERVICE STARTED IN: 1975
POPULATION SERVED: 72,600
SERVICE AREA (ha): 22,156
ADVISORY COMMITTEE? Yes
MEMBER: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION
- Unable to Board: X
- Unable to Use:
- Unable to Use With Dignity:
- Other:

ELIGIBILITY COMMITTEE? Yes
MEMBERS: 5

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	395	46%
- Ambulatory	448	53%
- Temporary	9	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	852	

HOW OFTEN LIST OF REGISTRANTS SCREENED
- At Least Annually: X
- Every 2 or 3 Years:
- Every 4 or 5 Years:
- Not Within Past 5 Years:

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	288,307	
Non-Dedicated	$	0	
TOTAL	$	288,307	$ 27,757
NET OPERATING COST	$	241,550	
Provincial Share	$	127,425	
Municipal Share	$	114,125	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	12,009	0
- Ambulatory	16,437	0
Attendants/Companion	2,160	0
Other (not eligible)	0	0
TOTAL	30,606	0

TRIP TYPES

Subscription	14,619	48%
Pre-booked	5,952	19%
Reservation	7,710	25%
Demand-Response	2,125	7%

UNACCOMMODATED TRIP REQUESTS: 40
CANCELLED TRIPS: 2,106
NO-SHOWS: 336

SERVICE

TYPE: Door to Door
- Curb to Curb: X
- Accessible Door:

HOURS OF SERVICE
- Weekdays - 07:00 to 23:00
- Saturday - 08:00 to 18:00
- Sunday -
- Holidays -

CALL-INS: Minimum 24 Hrs., Max. 5 Days

METHODS

	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE

	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.00	$0.80	
Child	$1.00	$0.80	
Student	$1.00	$0.80	
Senior	$1.00	$0.80	
Attendant	$1.00	$0.80	
Companion	$1.00	$0.80	
Other	$1.00	$0.80	

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
- Conventional Hours: Longer
- Fare Structure: Different, $0.85 Cash

SAULT STE. MARIE VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	6	5	7	3.0
Other				
TOTAL VEHICLES:	6			

OWNERSHIP: Municipality MAINTENANCE: Transit

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	9-11	11-2	2-4	4-6	6-8	9-12	12+
Peak Day	4	4	5	5	3	2	1	
Saturday	1	1	2	2	1	1		
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 152,376
- Total: 152,376

ANNUAL HOURS:
- Revenue: 9,911
- Total: 9,639

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS:

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	4			
Office	1			
Maintenance				
Administration	1			
TOTAL	6			

OPERATOR'S UNION: UTU, LOCAL 665
Conventional Union: UTU, LOCAL 665

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$13.55	$13.55
Maintenance:	$15.32	$15.32

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	10%
Net Operating Cost/Capita	$3.32
Municipal Net Cost/Capita	$1.58
Share of Net Cost - Provincial	53%
- Municipal (incl. Donations)	47%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$27.17
Cost/Kilometre	$ 1.77
Maintenance Cost/Kilometre	$0.162

SERVICE

Registrants/Capita:	0.0120
Revenue Vehicle Hours/Capita:	0.135
Trips/Capita:	0.391
Trips by Non-Dedicated Service:	

EFFECTIVENESS

COST/TRIP - Dedicated	$8.47
- Non-Dedicated	

LABOUR PRODUCTIVITY

Hours/Operator	2,478

SERVICE UTILIZATION

Trips/Hour	2.9
Kilometres/Hour	15.0
Average Kilometres/Trip	5.4
Trips/Registrant	33.4
Unaccommodated Trip Requests	0.1%
Cancellations	7.4%
No-Shows	1.2%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,652
Kilometres/Vehicle	25,396

SCUGOG & UXBRIDGE HANDI - TRANSIT

SERVICE OPERATED BY Non-Profit Organization

MUNICIPAL CONTACT KATHLEEN HARPER
(416)985-7346

OPERATIONS CONTACT DOUG MANUEL
(416)571-1222

SERVICE STARTED IN May 1987
POPULATION SERVED 38,000
SERVICE AREA (ha) 16,000
ADVISORY COMMITTEE? Yes
MEMBERS 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	
Unable to Use	
Unable to Use With Dignity	X
Other	
ELIGIBILITY COMMITTEE?	No
MEMBERS Elig Deter By Admin Staff & Medical/Health Prof	
REGISTRATION REQUIRED?	No
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	
- Ambulatory	
- Temporary	
Attendants/Companions	
Other (not eligible)	
TOTAL:	

HOW OFTEN LIST OF REGISTRANTS SCREENED

At Least Annually	
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper Cost	Revenue
Dedicated	$	61,138	
Non-Dedicated	$	0	
TOTAL	$	61,138	$ 7,545
NET OPERATING COST	$	53,594	
Provincial Share	$	26,797	
Municipal Share	$	26,797	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	701	0
- Ambulatory	502	0
Attendants/Companion	114	0
Other (not eligible)	0	0
TOTAL	1,317	0

TRIP TYPES

Subscription	0	0%
Pre-booked	416	32%
Reservation	787	60%
Demand-Response	0	0%
UNACCOMMODATED TRIP REQUESTS	0	
CANCELLED TRIPS	0	
NO-SHOWS	0	

SERVICE

TYPE
- Door to Door
- Curb to Curb
- Accessible Door — X - One Step Max

HOURS OF SERVICE
- Weekdays - 07:30 to 17:30
- Saturday -
- Sunday -
- Holidays -

CALL-INS Minimum 1 Hrs. Max 5 Days

METHODS	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE

	Cash	Tickets & Punchcards	Monthly Passes
Adult			
Child			
Student			
Senior			
Attendant			
Companion			
Other			

OTHER METHODS OF PAYING FARE
- Zone Fares, Monthly Billings

COMPARISON WITH CONVENTIONAL TRANSIT
- Conventional Hours — No Conv Service
- Fare Structure — No Conv Service

SCUGOG & UXBRIDGE VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	1	6	4	2.0
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES	1			

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day	1	1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES

Revenue	49 065
Total:	49 195
ANNUAL HOURS	1 957
Revenue:	2,256
Total:	

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS

PAYMENT METHOD

- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1			
Office				
Maintenance				
Administration				
TOTAL	1			

OPERATOR'S UNION: NONE

Conventional: N/A NO CONVENTIONAL SERVICE

MAXIMUM	E RATES	(Conventional)
Operators:	$10.40	-
Maintenance	N/A	-

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 12%

Net Operating Cost/Capita	$1.41
Municipal Net Cost/Capita	$0.71
Share of Net Cost - Provincial	50%
- Municipal (incl. Donations)	50%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$31.24
Cost/Kilometre	$ 1.25
Maintenance Cost/Kilometre	$0.126

SERVICE

Registrants/Capita:	-
Revenue Vehicle Hours/Capita	0.052
Trips/Capita:	0.032
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$50.62
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,957

SERVICE UTILIZATION

Trips/Hour	0.6
Kilometres/Hour	25.0
Average Kilometres/Trip	40.6
Trips/Registrant	-
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,957
Kilometres/Vehicle	49,065

ST. CATHARINES PARATRANSIT

SERVICE OPERATED BY: Transit Authority

MUNICIPAL CONTACT:

OPERATIONS CONTACT: DON J. HULL
(416)685-4226

SERVICE STARTED IN: June 1979
POPULATION SERVED: 124,000
SERVICE AREA (ha): 9,700
ADVISORY COMMITTEE? Yes
MEMBERS: 9

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	
Unable to Use	X
Unable to Use With Dignity	
Other	
ELIGIBILITY COMMITTEE?	Yes
MEMBERS:	3

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	322	56%
- Ambulatory	250	43%
- Temporary	4	1%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	576	

HOW OFTEN LIST OF REGISTRANTS SCREENED

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	248,806	
Non-Dedicated	$	0	
TOTAL:	$	248,806	$ 18,006
NET OPERATING COST	$	230,802	
Provincial Share	$	122,195	
Municipal Share	$	108,707	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	9,950	0
- Ambulatory	8,424	0
Attendants/Companion	1,481	0
Other (not eligible)	0	0
TOTAL	19,864	0

TRIP TYPES

Subscription	7,946	40%
Pre-booked	4,767	24%
Reservation	6,565	33%
Demand-Response	586	3%
UNACCOMMODATED TRIP REQUESTS	450	
CANCELLED TRIPS	2,111	
NO-SHOWS:	202	

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X - One Step Max.

HOURS OF SERVICE
Weekdays - 07:30 to 23:30
Saturday - 09:00 to 23:30
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 21 Days

METHODS	Manually	Computer
Registration		X
Reservations		X
Scheduling		X
Dispatching		X

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$0.95	5/$4.25	
Child	$0.95	5/$4.25	
Student	$0.95	5/$4.25	
Senior	$0.95	5/$4.25	
Attendant	$0.95	5/$4.25	
Companion	$0.95	5/$4.25	
Other			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Same

ST. CATHARINES VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	2	3	6	2.0
Small Buses	2	5	4	3.0
Purpose-Built	1	7	6	5.0
Other				
TOTAL VEHICLES:	5			

OWNERSHIP: MAINTENANCE: Transit

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day	3	3	3	4	4	1	1	
Saturday		1	1	1	1	1	1	
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 155,015
- Total: 160,303

ANNUAL HOURS:
- Revenue: 8,993
- Total: 9,252

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS:

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	4	1		
Office	1			
Maintenance		2		
Administration	1	3		
TOTAL	6	6		

OPERATOR'S UNION: ATU, LOCAL 846
Conventional Union: ATU, LOCAL 846

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$13.80	$13.80
Maintenance:	$15.08	$15.08

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 7%

Net Operating Cost/Capita	$1.66
Municipal Net Cost/Capita	$0.66
Share of Net Cost - Provincial	53%
- Municipal (incl. Donations)	47%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$27.66
Cost/Kilometre	$ 1.61
Maintenance Cost/Kilometre	$0.211

SERVICE

Registrants/Capita:	0.0050
Revenue Vehicle Hours/Capita:	0.073
Trips/Capita:	0.148
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$13.54
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,998

SERVICE UTILIZATION

Trips/Hour	2.0
Kilometres/Hour	17.9
Average Kilometres/Trip	8.4
Trips/Registrant	31.9
Unaccommodated Trip Requests	2.4%
Cancellations	11.5%
No-Shows	1.1%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,799
Kilometres/Vehicle	31,003

STRATFORD MOBILITY BUS

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: R. SCHULTHIES
(519)271-0250
OPERATIONS CONTACT: HARRY EATON
(519)273-0511

SERVICE STARTED IN: December 1976
POPULATION SERVED: 28,000
SERVICE AREA (ha): 2,033
ADVISORY COMMITTEE? Yes
MEMBERS: 9

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	
Unable to Use	X
Unable to Use With Dignity	
Other	
ELIGIBILITY COMMITTEE?	Yes
MEMBERS:	2

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	260	42%
- Ambulatory	360	58%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	620	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	167,402	
Non-Dedicated	$	18,344	
TOTAL	$	185,746	$ 23,086
NET OPERATING COST	$	160,661	
Provincial Share	$	121,677	
Municipal Share	$	39,004	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	10,197	0
- Ambulatory	8,423	7,383
Attendants/Companion	0	0
Other (not eligible)	0	0
TOTAL	18,620	7,383

TRIP TYPES

Subscription	12,520	48%
Pre-booked	7,260	28%
Reservation	3,000	12%
Demand-Response	2,213	9%

UNACCOMMODATED TRIP REQUESTS	301
CANCELLED TRIPS	925
NO-SHOWS:	250

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X - One Step Max.

HOURS OF SERVICE
Weekdays - 07:00 to 22:00
Saturday - 09:00 to 21:00
Sunday -
Holidays -

CALLING: Minimum 3 Hrs., Max. 21 Days

METHODS	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Purchasing	Monthly Passes
Adult	$1.00	10/$10.00	
Child	$1.00	10/$10.00	
Student	$1.00	10/$10.00	
Senior	$1.00	10/$10.00	
Attendant			
Companion			
Other			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours Longer
Fare Structure Different, $0.65 Cash

STRATFORD VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	3	4	4	6.0
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES:	3			

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day	1	2	3	3	2	1	1	
Saturday		1	1	1	1	1		
Sunday								
Holidays								

ANNUAL KILOMETRES:

Revenue:	80,508
Total:	80,508

ANNUAL HOURS:

Revenue:	5,886
Total:	5,886

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:

Flat Rate/trip	X
Per Hour	
Per Kilometre	
Meter Rate	

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	2	2		
Office	1			
Maintenance				
Administration	1/4	-		
TOTAL	4	2		

OPERATOR'S UNION: NONE

Conventional Union: IBEW, LOCAL 636

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$11.03	$12.91
Maintenance:	N/A	$14.04

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 12%

Net Operating Cost/Capita	$6.19
Municipal Net Cost/Capita	$1.50
Share of Net Cost - Provincial	76%
- Municipal (incl. Donations)	24%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$28.40
Cost/Kilometre	$ 2.06
Maintenance Cost/Kilometre	$0.123

SERVICE

Registrants/Capita:	0.0240
Revenue Vehicle Hours/Capita:	0.227
Trips/Capita:	1.001
Trips by Non-Dedicated Service:	28%

EFFECTIVENESS

COST/TRIP - Dedicated	$8.00
- Non-Dedicated	$2.48

LABOUR PRODUCTIVITY

Hours/Operator	1,965

SERVICE UTILIZATION

Trips/Hour	3.2
Kilometres/Hour	14.0
Average Kilometres/Trip	4.3
Trips/Registrant	42.0
Unaccommodated Trip Requests	1.2%
Cancellations	3.6%
No-Shows	1.0%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,965
Kilometres/Vehicle	28,836

SUDBURY HANDI - TRANSIT

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: DAVE RIDLEY
(705)674-3141
OPERATIONS CONTACT: PAUL GREENFIELD
(705)674-0708

SERVICE STARTED IN: 1975
POPULATION SERVED: 80,000
SERVICE AREA (ha): 65,114
ADVISORY COMMITTEE? Yes
MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION		
Unable to Board	X	
Unable to Use		
Unable to Use With Dignity		
Other		
ELIGIBILITY COMMITTEE?	No	
MEMBERS: Eligibility Determined By Administrative Staff		
REGISTRATION REQUIRED?	Yes	
REGISTRATION CARDS?	No	
WAITING LIST?	No	
WAITING ON LIST?	N/A	
NUMBER OF REGISTRANTS		
Eligible - Wheelchair	1,070	75%
- Ambulatory	330	23%
- Temporary	20	1%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	1,420	
HOW OFTEN LIST OF REGISTRANTS SCREENED		
At Least Annually		
Every 2 or 3 Years	X	
Every 4 or 5 Years		
Not Within Past 5 Years		
COMPANIONS ALLOWED IF SPACE?	No	
VISITORS ELIGIBLE?	Yes	

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	444,796	
Non-Dedicated	$	0	
TOTAL	$	444,796	$ 32,643
NET OPERATING COST	$	412,153	
Provincial Share	$	230,793	
Municipal Share	$	181,360	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	22,478	46
- Ambulatory	8,338	1
Attendants/Companion	1,737	0
Other (not eligible)	0	0
TOTAL	32,553	47

TRIP TYPES		
Subscription	13,058	40%
Pre-booked	14,649	45%
Reservation	3,255	10%
Demand-Response	1,626	5%
UNACCOMMODATED TRIP REQUESTS	350	
CANCELLED TRIPS	3,000	
NO-SHOWS	350	

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X -One 6" Step Max.

HOURS OF SERVICE
Weekdays - 07:00 to 24:00
Saturday - 10:00 to 24:00
Sunday - 08:30 to 22:00
Holidays - 08:30 to 22:00

CALL-INS: No Minimum , Max: 40 Days

METHODS	Manually	Computer
Registration		X
Reservations		X
Scheduling		X
Dispatching		X

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.00	$1.00	
Child	$1.00	$1.00	
Student	$1.00	$1.00	
Senior	$1.00	$1.00	
Attendant	$1.00	$1.00	
Companion	$1.00	$1.00	
Other	$1.00	$1.00	

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Same

SUDBURY VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built	6	6	4	3.0
Other				
TOTAL VEHICLES:	6			

OWNERSHIP: Contractor MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day	5	4	4	5	5	3	1	
Saturday		1	1	2	2	1	1	
Sunday		1	1	1	2	2	1	
Holidays		1	1	1	2	2	1	

ANNUAL KILOMETRES:
- Revenue: 230,400
- Total: 234,000

ANNUAL HOURS:
- Revenue: 15,024
- Total: 15,024

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 2

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre X
- Meter Rate

PAYMENT VERIFICATION:

Invoices Reviewed Monthly

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	6	2		
Office	1			
Maintenance				
Administration	1	—		
TOTAL	8	2		

OPERATOR'S UNION: NONE
Conventional Union: CUPE, LOCAL 1662

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$11.40	$14.65
Maintenance:	N/A	$16.67

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 7%

Net Operating Cost/Capita	$4.58
Municipal Net Cost/Capita	$2.02
Share of Net Cost - Provincial	56%
- Municipal (incl. Donations)	44%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$29.61
Cost/Kilometre	$1.83
Maintenance Cost/Kilometre	-

SERVICE

Registrants/Capita:	0.0160
Revenue Vehicle Hours/Capita:	0.167
Trips/Capita:	0.343
Trips by Non-Dedicated Service:	<1%

EFFECTIVENESS

COST/TRIP - Dedicated	$14.43
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	2,146

SERVICE UTILIZATION

Trips/Hour	2.1
Kilometres/Hour	15.9
Average Kilometres/Trip	7.5
Trips/Registrant	21.7
Unaccommodated Trip Requests	1.2%
Cancellations	9.7%
No-Shows	1.1%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	2,504
Kilometres/Vehicle	38,400

THUNDER BAY HAGI TRANSIT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: ALEX GRANT
(807)625-2188
OPERATIONS CONTACT: JACK HOLMWOOD
(807)767-4229

SERVICE STARTED IN: February 1975
POPULATION SERVED: 122,217
SERVICE AREA (ha): 32,400
ADVISORY COMMITTEE? Yes
MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION		
Unable to Board		
Unable to Use		
Unable to Use With Dignity	X	
Other		
ELIGIBILITY COMMITTEE?	No	
MEMBERS: Eligibity Determined By Administrative Staff		
REGISTRATION REQUIRED?	Yes	
REGISTRATION CARDS?	Yes	
WAITING LIST?	No	
WAITING ON LIST?	N/A	
NUMBER OF REGISTRANTS		
Eligible - Wheelchair	850	65%
- Ambulatory	450	35%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	1,300	
HOW OFTEN LIST OF REGISTRANTS SCREENED		
At Least Annually		
Every 2 or 3 Years		
Every 4 or 5 Years	X	
Not Within Past 5 Years		
COMPANIONS ALLOWED IF SPACE?	Yes	
VISITORS ELIGIBLE?	Yes	

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	695,538	
Non-Dedicated	$	20,223	
TOTAL	$	715,761	$ 156,091
NET OPERATING COST	$	559,670	
Provincial Share	$	377,183	
Municipal Share	$	182,487	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	34,770	0
- Ambulatory	28,164	0
Attendants/Companion	0	0
Other (not eligible)	0	0
TOTAL	62,934	0

TRIP TYPES		
Subscription	27,147	43%
Pre-booked	0	0%
Reservation	26,149	42%
Demand-Response	9,638	15%
UNACCOMMODATED TRIP REQUESTS	2,265	
CANCELLED TRIPS	5,795	
NO-SHOWS	915	

SERVICE

TYPE: Door to Door	X		
Curb to Curb			
Accessible Door			
HOURS OF SERVICE			
Weekdays - 07:15 to 22:45			
Saturday - 08:15 to 24:30			
Sunday - 08:15 to 22:45			
Holidays - 08:15 to 22:45			
CALL-INS: Minimum 24 Hrs., Max. 14 Days			
METHODS:	Manually	Computer	
Registration	X		
Reservations	X		
Scheduling	X		
Dispatching	X		

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.25		$23.00
Child	$1.25		$23.00
Student	$1.25		$23.00
Senior	$1.25		$23.00
Attendant	$1.25		$23.00
Companion	$1.25		$23.00
Other	$1.25		$23.00

OTHER METHODS OF PAYING FARE
Agency Rates For Booking Base 3.25
COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Different, $1.00 Cash

THUNDER BAY VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan	1	0	7	1.0
Modified Vans	12	4	4	3.0
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES:	13			

OWNERSHIP: MAINTENANCE: Contracted Out

FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	10	10	10	10	10	3	1	
Saturday	2	2	3	3	3	1	1	1
Sunday	2	2	3	3	3	1	1	
Holidays	1	1	1	1	1	1	1	

ANNUAL KILOMETRES:	
Revenue:	493,671
Total:	493,671
ANNUAL HOURS:	
Revenue:	23,440
Total:	23,440

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS:	1
PAYMENT METHOD:	
Flat Rate/trip	
Per Hour	X
Per Kilometre	
Meter Rate	
PAYMENT VERIFICATION:	X

Monthly Statements

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	8	14		
Office	4	1		
Maintenance		1		
Administration	1			
TOTAL	13	16		

OPERATOR'S UNION: NONE

Conventional Union: NONE

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$11.05	$13.77
Maintenance:	$6.00	$16.50

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	22%
Net Operating Cost/Capita	$4.58
Municipal Net Cost/Capita	$1.49
Share of Net Cost - Provincial	67%
- Municipal (incl. Donations)	33%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$29.67
Cost/Kilometre	$1.41
Maintenance Cost/Kilometre	$0.133

SERVICE

Registrants/Capita:	0.0100
Revenue Vehicle Hours/Capita:	0.192
Trips/Capita:	0.515
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$11.05
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,563

SERVICE UTILIZATION

Trips/Hour	2.7
Kilometres/Hour	21.0
Average Kilometres/Trip	7.8
Trips/Registrant	48.4
Unaccommodated Trip Requests	3.6%
Cancellations	9.2%
No-Shows	1.5%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,803
Kilometres/Vehicle	37,975

TIMMINS HANDI-TRANS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: BERNARD CHRISTIAN
(705) 264-1331

OPERATIONS CONTACT: JOHN S. CRAIG
(705) 264-1331

SERVICE STARTED IN: 1978
POPULATION SERVED: 46,065
SERVICE AREA (ha): 27,972

ADVISORY COMMITTEE? Yes
MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	
Unable to Use With Dignity	
Other	

ELIGIBILITY COMMITTEE? Yes
MEMBERS: 4

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	178	64%
- Ambulatory	94	34%
- Temporary	4	1%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	276	

HOW OFTEN LIST OF REGISTRANTS SCREENED

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE?	No
VISITORS ELIGIBLE?	No

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost		Revenue
Dedicated	$	138,680		
Non-Dedicated	$	0		
TOTAL	$	138,680	$	9,056
NET OPERATING COST	$	129,624		
Provincial Share	$	64,812		
Municipal Share	$	64,812		
Donations	$	0		

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	N/A	0
- Ambulatory	N/A	0
Attendants/Companion	N/A	0
Other (not eligible)	N/A	0
TOTAL	4,000	0

TRIP TYPES

Subscription	N/A
Pre-booked	N/A
Reservation	N/A
Demand-Response	N/A

UNACCOMMODATED TRIP REQUESTS:	25
CANCELLED TRIPS:	400
NO-SHOWS:	80

SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE
Weekdays - 07:00 to 22:40
Saturday - 10:00 to 17:40
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 5 Days

METHODS:	Manually	Computer
Registration	X	X
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00	20/$19	
Child:	$1.00	20/$19	
Student:	$1.00	20/$19	
Senior:	$1.00	20/$19	
Attendant:	$1.00	20/$19	
Companion:			
Other:			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Same

TIMMINS VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	1	5	4	3.0
Small Buses	2	5	4	3.0
Purpose-Built				
Other				
TOTAL VEHICLES:	3			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day	2	2	2	2	2	1	1	
Saturday		1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 50,928
- Total: 50,928

ANNUAL HOURS:
- Revenue: 6,010
- Total: 6,190

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	2	2		
Office			2	
Maintenance			4	
Administration			2	
TOTAL	2	2	8	

OPERATOR'S UNION: CUPE, LOCAL1140
Conventional Union: CUPE, LOCAL 1544

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$12.47	($13.38)
Maintenance:	$15.65	($15.65)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	7%
Net Operating Cost/Capita	$2.61
Municipal Net Cost/Capita	$1.41
Share of Net Cost - Provincial	50%
- Municipal (incl. Donations)	50%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$23.08
Cost/Kilometre	$1.71
Maintenance Cost/Kilometre	$0.080

SERVICE

Registrants/Capita:	0.0060
Revenue Vehicle Hours/Capita:	0.130
Trips/Capita:	0.067
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$34.67
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	2,003

SERVICE UTILIZATION

Trips/Hour	0.7
Kilometres/Hour	13.0
Average Kilometres/Trip	20.2
Trips/Registrant	14.5
Unaccommodated Trip Requests	0.6%
Cancellations	10.0%
No-Shows	2.0%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	2,003
Kilometres/Vehicle	26,976

TORONTO WHEEL-TRANS

SERVICE OPERATED BY: Transit Authority

MUNICIPAL CONTACT: R.J. EVANS
(416) 393-4180

OPERATIONS CONTACT: ROGER WINTER
(416) 393-4173

SERVICE STARTED IN: 1975
POPULATION SERVED: 2,133,000
SERVICE AREA (ha): 63,200

ADVISORY COMMITTEE? Yes
MEMBERS: 9

REGISTRANTS

LOCAL ELIGIBILITY CRITERION
- Unable to Board: X
- Unable to Use
- Unable to Use With Dignity
- Other

ELIGIBILITY COMMITTEE? Yes
MEMBERS: 9

REGISTRATION
- REQUIRED? Yes
- REGISTRATION CARDS? Yes
- WAITING LIST? No
- WAITING ON LIST? N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	6,676	46%
- Ambulatory	7,830	54%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	14,506	

HOW OFTEN LIST OF REGISTRANTS SCREENED
- At Least Annually: X
- Every 2 or 3 Years
- Every 4 or 5 Years
- Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

	Oper. Cost	Revenue
Dedicated	$ 23,741,530	
Non-Dedicated	$ 1,179,769	
TOTAL	$ 24,921,299	$ 807,227
NET OPERATING COST	$ 24,114,072	
Provincial Share	$ 12,057,036	
Municipal Share	$ 12,057,036	
Donations	$ 0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	303,610	0
- Ambulatory	404,393	84,943
Attendants/Companion	0	0
Other (not eligible)	0	0
TOTAL	708,003	84,943

TRIP TYPES

Subscription	176,625	22%
Pre-booked	27,855	4%
Reservation	556,234	70%
Demand-Response	30,132	4%

UNACCOMMODATED TRIP REQUESTS: 80,980
CANCELLED TRIPS: 202,644
NO-SHOWS: 18,360

SERVICE

TYPE: Door to Door
- Curb to Curb
- Accessible Door: X One Step Maximum

HOURS OF SERVICE
- Weekdays - 06:30 to 24:00
- Saturday - 08:00 to 24:00
- Sunday - 08:00 to 24:00
- Holidays - 08:00 to 24:00

CALL-INS: No Minimum, Max. 4 Days

METHODS	Manually	Computer
Registration		X
Reservations		X
Scheduling		X
Dispatching		X

FARE STRUCTURE	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.10	$0.94	$39.40
Child	$0.50	$0.28	
Student	$0.70	$0.47	
Senior	$1.10	$0.47	
Attendant			
Companion			
Other			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
- Conventional Hours: Longer
- Fare Structure: Same Adult Fare

TORONTO VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan	52		4	2.0
Modified Vans				
Small Buses				
Purpose-Built	123	5	7	3.0
Other				
TOTAL VEHICLES	175			

OWNERSHIP: Contractor MAINTENANCE: Transit

FLEET DISTRIBUTION BY TIME OF DAY

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day	134	137	104	157	157	108	27	
Saturday	44	55	62	66	78	44	30	
Sunday	30	51	57	63	72	44	36	
Holidays	25	31	33	41	44	33	28	

ANNUAL KILOMETRES
- Revenue: 8,011,076
- Total: 8,011,076

ANNUAL HOURS
- Revenue: 387,373
- Total: 387,373

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS

PAYMENT METHOD
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	220	30		
Office	85			
Maintenance	54			
Administration	18			
TOTAL	377	30		

OPERATOR'S UNION: ATU, LOCAL 113
Conventional Union: ATU, LOCAL 113

MAXIMUM WAGE RATES

		(Conventional)
Operators	$15.66	($17.14)
Maintenance	$18.89	($18.89)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	3%
Net Operating Cost/Capita	$11.31
Municipal Net Cost/Capita	$5.65
Share of Net Cost - Provincial	50%
- Municipal (incl. Donations)	50%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$61.29
Cost/Kilometre	$2.96
Maintenance Cost/Kilometre	$0.587

SERVICE

Registrants/Capita	0.0070
Revenue Vehicle Hours/Capita	0.182
Trips/Capita	0.332
Trips by Non-Dedicated Service	11%

EFFECTIVENESS

COST/TRIP - Dedicated	$33.53
- Non-Dedicated	$13.89

LABOUR PRODUCTIVITY

Hours/Operator	1,648

SERVICE UTILIZATION

Trips/Hour	1.8
Kilometres/Hour	21.0
Average Kilometres/Trip	11.3
Trips/Registrant	54.3
Unaccommodated Trip Requests	11.4%
Cancellations	28.7%
No-Shows	2.6%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	2,214
Kilometres/Vehicle	45,778

VAUGHAN ACCESS BUS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: JIM KIMBLE
(416) 832-2281

OPERATIONS CONTACT: ROBERT BOOTH
(416) 832-2281

SERVICE STARTED IN: 1987
POPULATION SERVED: 88,475
SERVICE AREA (ha): 63,900

ADVISORY COMMITTEE? Yes
MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	
Unable to Use With Dignity	
Other	

ELIGIBILITY COMMITTEE? Yes
MEMBERS: 8

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	78	33%
- Ambulatory	148	62%
- Temporary	11	5%
Attendants/Companions	0	0%
Other (not eligible)	0	0%
TOTAL:	237	

HOW OFTEN LIST OF REGISTRANTS SCREENED
At Least Annually
Every 2 or 3 Years
Every 4 or 5 Years
Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	170,008	
Non-Dedicated	$	8,565	
TOTAL	$	178,903	$ 5,570
NET OPERATING COST	$	173,033	
Provincial Share	$	92,037	
Municipal Share	$	80,996	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	3,324	0
- Ambulatory	2,634	614
Attendants/Companion	501	0
Other (not eligible)	0	0
TOTAL	6,459	614

TRIP TYPES

Subscription	3,000	42%
Pre-booked	100	1%
Reservation	3,873	55%
Demand-Response	100	1%

UNACCOMMODATED TRIP REQUESTS	455
CANCELLED TRIPS	718
NO-SHOWS	66

SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE
Weekdays - 07:30 to 18:30
Saturday - 08:30 to 18:30
Sunday - 08:30 to 18:30
Holidays -

CALL-INS: Minimum 4 Hrs., Max. 7Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling		X
Dispatching	X	

FARE STRUCTURE:	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.00		
Child	$1.00		
Student	$1.00		
Senior	$1.00		
Attendant	$1.00		
Companion	$1.00		
Other			

OTHER METHODS OF PAYING FARE
10 Trip Punch Cards/$10.00

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Different, $0.80 Cash

VAUGHAN VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	2	4	5	3.0
Purpose-Built				
Other				
TOTAL VEHICLES:	2			

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-1	12+
Peak Day	2	2	2	2	2	1		
Saturday		1	1	1				
Sunday		1	1	1				
Holidays								

ANNUAL KILOMETRES:
- Revenue: 122,250
- Total: 128,550

ANNUAL HOURS:
- Revenue: 5,350
- Total: 5,350

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION None, Taxis Used For Vehicle Rate

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	3	1		
Office	1			
Maintenance				
Administration	3	—		
TOTAL	7	1		

OPERATORS UNION: N/A
Conventional Union: NONE

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$15.10	N/A
Maintenance:	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 3%

Net Operating Cost/Capita	$1.86
Municipal Net Cost/Capita	$0.92
Share of Net Cost - Provincial	53%
- Municipal (incl. Donations)	47%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$31.78
Cost/Kilometre	$1.38
Maintenance Cost/Kilometre	$0.176

SERVICE

Registrants/Capita:	0.0030
Revenue Vehicle Hours/Capita:	0.060
Trips/Capita:	0.074
Trips by Non-Dedicated Service:	0%

EFFECTIVENESS

COST/TRIP - Dedicated	$26.53
- Non-Dedicated	$14.00

LABOUR PRODUCTIVITY

Hours/Operator	1,529

SERVICE UTILIZATION

Trips/Hour	1.1
Kilometres/Hour	23.0
Average Kilometres/Trip	20.5
Trips/Registrant	27.7
Unaccommodated Trip Requests	6.9%
Cancellations	10.9%
No-Shows	1.0%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	2,675
Kilometres/Vehicle	61,125

VICTORIA COUNTY CARE-A-VAN

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: JOHN GUTTERIDGE
(705) 324-9411

OPERATIONS CONTACT: VALMAY BARKEY
(705) 324-7323

SERVICE STARTED IN: July 1989
POPULATION SERVED: 54,000
SERVICE AREA (ha): 75,000

ADVISORY COMMITTEE? Yes
MEMBERS 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	X
Unable to Use With Dignity	X
Other	

ELIGIBILITY COMMITTEE? Yes
MEMBERS: Eligibility Determined By 3
Admin. Staff

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	8	8%
- Ambulatory	20	21%
- Temporary	0	0%
Attendants/Companions	0	0%
Other (not eligible)	67	71%
TOTAL:	96	

HOW OFTEN LIST OF REGISTRANTS SCREENED

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost		Revenue
Dedicated	$	3,732		
Non-Dedicated	$	0		
TOTAL:	$	3,732	$	2,380
NET OPERATING COST:	$	1,352		
Provincial Share	$	1,274		
Municipal Share	$	-1,440		
Donations	$	1,518		

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	22	0
- Ambulatory	27	0
Attendants/Companion	0	0
Other (not eligible)	132	0
TOTAL	181	0

TRIP TYPES

Subscription	0	0%
Pre-booked	20	13%
Reservation	131	87%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS	4
CANCELLED TRIPS	1
NO-SHOWS	1

SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE
Weekdays - 08:00 to 17:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., No Maximum

METHODS	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE

	Cash	Tickets & Punchcards	Monthly Passes
Adult	$0.10/km		
Child	$0.10/km		
Student	$0.10/km		
Senior	$0.10/km		
Attendant	Free		
Companion			
Other			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Different, $0.65 Cash

VICTORIA COUNTY VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	1	2	9	1.0
Purpose-Built				
Other				
TOTAL VEHICLES:	1			

OWNERSHIP:

MAINTENANCE: Contracted Out

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day	1	1	1	1	1			
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 5,239
- Total: 6,787

ANNUAL HOURS:
- Revenue: 1,225
- Total: 1,743

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	1			
Office		1		
Maintenance				
Administration				
TOTAL	1	1		

OPERATOR'S UNION: NONE
Conventional Union: NONE

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$8.50	N/A
Maintenance:	N/A	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	64%
Net Operating Cost/Capita	$0.03
Municipal Net Cost/Capita	$0.02
Share of Net Cost - Provincial	84%
- Municipal (incl. Donations)	8%

EFFICIENCY (Dedicated Service Only)

Cost/Hour	$3.05
Cost/Kilometre	$0.71
Maintenance Cost/Kilometre	$0.070

SERVICE

Registrants/Capita:	0.0010
Revenue Vehicle Hours/Capita:	0.023
Trips/Capita:	0.001
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$76.16
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,225

SERVICE UTILIZATION

Trips/Hour	0.0
Kilometres/Hour	4.0
Average Kilometres/Trip	6.9
Trips/Registrant	1.8
Unaccommodated Trip Requests	8.2%
Cancellations	2.0%
No-Shows	2.0%

VEHICLE UTILIZATION (Dedicated Service Only)

Revenue Hours/Vehicle	1,225
Kilometres/Vehicle	5,239

WELLAND HANDI TRANSIT

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: C. STOLTE (416) 732-6844

OPERATIONS CONTACT: L. CHATWIN (416) 732-4161

SERVICE STARTED IN: August 1981
POPULATION SERVED: 44,568
SERVICE AREA (ha): 8,604

ADVISORY COMMITTEE? Yes
MEMBERS: 5

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	
Unable to Use	
Unable to Use With Dignity	X
Other	
ELIGIBILITY COMMITTEE?	
MEMBERS: Elig. Determined By	No
Admin. & Med./Health Prof	
REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	Yes
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	104	27%
- Ambulatory	255	67%
- Temporary	6	2%
Attendants/Companions	15	4%
Other (not eligible)	0	0%
TOTAL:	380	

HOW OFTEN LIST OF REGISTRANTS SCREENED

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	No
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost		Revenue
Dedicated	$	94,343		
Non-Dedicated	$	0		
TOTAL	$	94,343	$	8,766
NET OPERATING COST	$	85,577		
Provincial Share	$	55,465		
Municipal Share	$	30,112		
Donations	$	0		

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	2,797	0
- Ambulatory	7,045	0
Attendants/Companion	675	0
Other (not eligible)	0	0
TOTAL	10,517	0

TRIP TYPES

Subscription	4,752	45%
Pre-booked	2,376	23%
Reservation	3,359	32%
Demand-Response	30	0%
UNACCOMMODATED TRIP REQUESTS	120	
CANCELLED TRIPS	520	
NO-SHOWS	208	

SERVICE

TYPE: Door to Door X
Curb to Curb
(First) Accessible Door X

HOURS OF SERVICE
Weekdays - 07:00 to 18:40
Saturday - 10:00 to 17:40
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 14 Days

METHODS	Manually	Computer
Registration		X
Reservations	X	
Scheduling		X
Dispatching		X

FARE STRUCTURE

	Cash	Tickets & Punchcards	Monthly Passes
Adult	$0.80	22/$17	
Child	$0.75	22/$13	
Student	$0.75	22/$13	
Senior	$0.65	22/$11	
Attendant	$0.80	22/$17	
Companion			
Other			

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Same

WELLAND VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan	1	2	2	1.0
Modified Vans				
Small Buses	1	4	4	2.0
Purpose-Built				
Other				
TOTAL VEHICLES	2			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day	2	2	2	2	1			
Saturday		1	1	1	1			
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 53,075
- Total: 54,078

ANNUAL HOURS:
- Revenue: 3,070
- Total: 3,207

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION: None

EMPLOYEES

NUMBER OF EMPLOYEES	Full Time	Part Time	Shared	Volunteers
Operators	1	1		
Office		3		
Maintenance		2		
Administration		1		
TOTAL	1	7		

OPERATOR'S UNION: ATU, LOCAL 107
Conventional Union: ATU, LOCAL 107

MAXIMUM WAGE RATES

		(Conventional)
Operators:	$13.10	($13.10)
Maintenance:	$16.43	($16.43)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 9%

Net Operating Cost/Capita:	$1.92
Municipal Net Cost/Capita:	$0.68
Share of Net Cost - Provincial:	65%
- Municipal (incl. Donations):	35%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour:	$30.73
Cost/Kilometre:	$1.78
Maintenance Cost/Kilometre:	$0.201

SERVICE

Registrants/Capita:	0.0080
Revenue Vehicle Hours/Capita:	0.088
Trips/Capita:	0.221
Trips by Non-Dedicated Service:	-

EFFECTIVENESS

COST/TRIP - Dedicated	$8.58
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	2,047

SERVICE UTILIZATION

Trips/Hour	3.2
Kilometres/Hour	17.0
Average Kilometres/Trip	5.4
Trips/Registrant	25.9
Unaccommodated Trip Requests	1.2%
Cancellations	5.3%
No-Shows	2.1%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,535
Kilometres/Vehicle	26,536

WHITBY HANDI-TRANSIT

SERVICE OPERATED BY: NOn-Profit Organization

MUNICIPAL CONTACT: R. CLARINGBOLD
(416) 668-5803

OPERATIONS CONTACT: DOUG MANUEL
(416) 571-1222

SERVICE STARTED IN: October 1979
POPULATION SERVED: 52,000
SERVICE AREA (ha): 39,480

ADVISORY COMMITTEE? Yes
MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board	
Unable to Use	
Unable to Use With Dignity	X
Other	
ELIGIBILITY COMMITTEE?	No
MEMBERS: Elig. Determined By Admin. & Med./Health Prof.	
REGISTRATION REQUIRED?	No
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS:

Eligible - Wheelchair	
- Ambulatory	
- Temporary	
Attendants/Companions	
Other (not eligible)	
TOTAL:	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	X
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	$ 115,291	
Non-Dedicated	$ 0	
TOTAL:	$ 115,291	$ 16,809
NET OPERATING COST:	$ 98,582	
Provincial Share	$ 50,474	
Municipal Share	$ 48,118	
Donations	$ 0	

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	6,692	0
- Ambulatory	525	0
Attendants/Companion	926	0
Other (not eligible)	0	0
TOTAL	8,148	0

TRIP TYPES:

Subscription	1,567	19%
Pre-booked	312	4%
Reservation	1,352	17%
Demand-Response	3,986	49%

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 0
NO-SHOWS: 0

SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X One Step Maximum

HOURS OF SERVICE:
Weekdays - 07:30 to 23:00
Saturday - 08:00 to 23:00
Sunday - 10:00 to 22:00
Holidays -

CALL-INS: Minimum 1 Hr., Max. 3 Days

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE:

	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00	$1.00	
Child:	$1.00	$1.00	
Student:	$1.00	$1.00	
Senior:	$1.00	$1.00	
Attendant:	$1.00	$1.00	
Companion:	$1.00	$1.00	
Other:			

OTHER METHODS OF PAYING FARE: Agency Contracts & Monthly Billings

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Shorter
Fare Structure: Different, $0.75 Cash

WHITBY VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans	3	5	4	6.0
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES:	3			

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12+
Peak Day	2	2	2	2	2	1	1	
Saturday								
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 96,600
- Total: 97,320

ANNUAL HOURS:
- Revenue: 4,994
- Total: 5,418

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	2	1		
Office				
Maintenance				
Administration				
TOTAL	2	1		

OPERATOR'S UNION: NONE
Conventional Union: TEAM, LOCAL 938

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$10.40	($9.50)
Maintenance:	N/A	(N/A)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 14%

Net Operating Cost/Capita	$1.90
Municipal Net Cost/Capita	$0.93
Share of Net Cost - Provincial	51%
- Municipal (incl Donations)	49%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$23.09
Cost/Kilometre	$1.19
Maintenance Cost/Kilometre	$0.106

SERVICE

Registrants/Capita:	
Revenue Vehicle Hours/Capita:	0.098
Trips/Capita:	0.139
Trips by Non-Dedicated Service	-

EFFECTIVENESS

COST/TRIP - Dedicated	$15.96
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,986

SERVICE UTILIZATION

Trips/Hour	1.4
Kilometres/Hour	19.0
Average Kilometres/Trip	13.4
Trips/Registrant	-
Unaccommodated Trip Requests	-
Cancellations	-
No-Shows	-

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,665
Kilometres/Vehicle	32,297

WINDSOR & SANDWICH WEST HANDI-TRANSIT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT

OPERATIONS CONTACT: D. ELLIS (519) 966-0830

SERVICE STARTED IN: September 1978
POPULATION SERVED: 216,862
SERVICE AREA (ha): N/A

ADVISORY COMMITTEE? Yes
MEMBERS: 11

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	X
Unable to Use	
Unable to Use With Dignity	
Other	

ELIGIBILITY COMMITTEE?	Yes
MEMBERS	3

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	837	60%
- Ambulatory	540	39%
- Temporary	0	0%
Attendants/Companions	9	1%
Other (not eligible)	0	0%
TOTAL:	1,386	

HOW OFTEN LIST OF REGISTRANTS SCREENED	
At Least Annually	
Every 2 or 3 Years	X
Every 4 or 5 Years	
Not Within Past 5 Years	
COMPANIONS ALLOWED IF SPACE?	Yes
VISITORS ELIGIBLE?	Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	634,930	
Non-Dedicated	$	0	
TOTAL	$	669,741	$ 225,611
NET OPERATING COST	$	489,168	
Provincial Share	$	339,168	
Municipal Share	$	150,000	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded.
Eligible - Wheelchair	d	0
- Ambulatory	29,480	0
Attendants/Companion	19,895	0
Other (not eligible)	6,129	0
TOTAL	0	0
	55,484	

TRIP TYPES

Subscription	0	0%
Pre-booked	0	0%
Reservation	55,484	100%
Demand-Response	0	0%

UNACCOMMODATED TRIP REQUESTS	0
CANCELLED TRIPS	4,171
NO-SHOWS	128

SERVICE

TYPE: Door to Door	
Curb to Curb	X
Accessible Door	
HOURS OF SERVICE	
Weekdays - 08:00 to 24:30	
Saturday - 08:00 to 24:30	
Sunday - 08:00 to 24:30	
Holidays - 08:00 to 24:30	
CALL-INS: Minimum 24 Hrs., Max. 14 Days	

METHODS	Manually	Computer
Registration		X
Reservations		X
Scheduling		X
Dispatching	X	

FARE STRUCTURE

	Cash	Tickets & Punchcards	Monthly Passes
Adult	$1.50	8/$12	
Child	$1.50	8/$12	
Student	$1.50	8/$12	
Senior	$1.50	8/$12	
Attendant	$1.50	8/$12	
Companion	$1.50	8/$12	
Other	$1.50	8/$12	

OTHER METHODS OF PAYING FARE: Subscription Billings

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Different, $1.00 Cash

WINDSOR / SANDWICH VEHICLES

VEHICLE TYPES	Number	Typical Wheelchair	Typical Ambulette	Average Age (yrs.)
S-Wagon/Sedan				
Modified Vans				
Small Buses	12	5	6	2.0
Purpose-Built				
Other				
TOTAL VEHICLES	12			

OWNERSHIP: N/A MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY

	6-8	8-11	11-2	2-4	4-6	6-8	8-12	12a
Peak Day	10	10	9	10	10	2	2	1
Saturday	1	3	3	2	3	2	1	1
Sunday	1	3	3	2	3	2	1	1
Holidays	2	3	3	2	2	2	2	

ANNUAL KILOMETRES

Revenue	512,310
Total	512,310

ANNUAL HOURS

Revenue	20,782
Total	20,782

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD

Flat Rate/trip	X
Per Hour	
Per Kilometre	
Meter Rate	

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators	5	15		
Office	4			
Maintenance		1		
Administration	2			
TOTAL	11	16		

OPERATOR'S UNION: TEAMSTERS, LOCAL 880
Conventional Union: ATU, LOCAL 616

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$8.00	($15.60)
Maintenance:	$8.00	N/A

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	34%
Net Operating Cost/Capita	$2.05
Municipal Net Cost/Capita	$0.68
Share of Net Cost - Provincial	69%
- Municipal (incl. Donations)	31%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$30.54
Cost/Kilometre	$1.24
Maintenance Cost/Kilometre	$0.145

SERVICE

Registrants/Capita:	0.060
Revenue Vehicle Hours/Capita:	0.008
Trips/Capita:	0.228
Trips by Non-Dedicated Service:	

EFFECTIVENESS

COST/TRIP - Dedicated	$12.86
- Non-Dedicated	-

LABOUR PRODUCTIVITY

Hours/Operator	1,960

SERVICE UTILIZATION

Trips/Hour	2.4
Kilometres/Hour	25.0
Average Kilometres/Trip	10.4
Trips/Registrant	35.6
Unaccommodated Trip Requests	-
Cancellations	8.5%
No-Shows	0.3%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,732
Kilometres/Vehicle	42,683

WOODSTOCK PARA-TRANSIT

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: ROBIN HEGGIE
(519) 539-1291

OPERATIONS CONTACT: DOUG McLEAN
(519) 539-1291

SERVICE STARTED IN: 1979
POPULATION SERVED: 27,000
SERVICE AREA (ha): 2,337

ADVISORY COMMITTEE? Yes
MEMBERS: 5

REGISTRANTS

LOCAL ELIGIBILITY CRITERION

Unable to Board	
Unable to Use	
Unable to Use With Dignity	X
Other	

ELIGIBILITY COMMITTEE? No
MEMBERS:

REGISTRATION REQUIRED?	Yes
REGISTRATION CARDS?	No
WAITING LIST?	No
WAITING ON LIST?	N/A

NUMBER OF REGISTRANTS

Eligible - Wheelchair	122	45%
- Ambulatory	140	52%
- Temporary	7	3%
Attendants/Companions	0	
Other (not eligible)	0	
TOTAL:	269	

HOW OFTEN LIST OF REGISTRANTS SCREENED:

At Least Annually	X
Every 2 or 3 Years	
Every 4 or 5 Years	
Not Within Past 5 Years	

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

FINANCIAL

OPERATING COSTS AND REVENUES

		Oper. Cost	Revenue
Dedicated	$	87,220	
Non-Dedicated	$	2,097	
TOTAL	$	89,317	$ 11,222
NET OPERATING COST	$	78,095	
Provincial Share	$	55,508	
Municipal Share	$	22,587	
Donations	$	0	

ANNUAL ONE-WAY TRIPS

	Dedicated	Non-Ded
Eligible - Wheelchair	5,841	0
- Ambulatory	3,894	639
Attendants/Companion	0	0
Other (not eligible)	0	0
TOTAL	9,735	639

TRIP TYPES

Subscription	1,525	14%
Pre-booked	2,475	23%
Reservation	5,250	50%
Demand-Response	1,324	13%

UNACCOMMODATED TRIP REQUESTS: 44
CANCELLED TRIPS: 1,314
NO-SHOWS: 12

SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door X (Step < 6")

HOURS OF SERVICE:
Weekdays - 08:30 to 16:30
Saturday - 09:00 to 16:00
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., No Max.

METHODS:	Manually	Computer
Registration	X	
Reservations	X	
Scheduling	X	
Dispatching	X	

FARE STRUCTURE

	Cash	Tickets & Punchcards	Monthly Passes
Adult:	$1.00	11/$10	
Child	$1.00	11/$10	
Student	$1.00	11/$10	
Senior	$1.00	11/$10	
Attendant	$1.00	11/$10	
Companion	$1.00	11/$10	
Other			

OTHER METHODS OF PAYING FARE: After Hours, $5.75/Hr. + $0.23/Km

COMPARISON WITH CONVENTIONAL TRANSIT
Conventional Hours: Longer
Fare Structure: Different, $0.60 Cash

WOODSTOCK VEHICLES

VEHICLE TYPES:	Number	Typical Wheelchair	Typical Ambulatory	Average Age (yrs)
S-Wagon/Sedan				
Modified Vans				
Small Buses	2	5	4	5.5
Purpose-Built				
Other				
TOTAL VEHICLES:	2			

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
Peak Day		2	2	2				
Saturday		1	1	1				
Sunday								
Holidays								

ANNUAL KILOMETRES:
- Revenue: 38,392
- Total: 41,358

ANNUAL HOURS:
- Revenue:
- Total: 2,874

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/trip X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:	Full Time	Part Time	Shared	Volunteers
Operators		3		
Office			1	
Maintenance		1		
Administration			2	
TOTAL		4	3	

OPERATOR'S UNION: NONE
Conventional Union: CUPE, LOCAL 1140

MAXIMUM WAGE RATES:

		(Conventional)
Operators:	$12.79	($12.79)
Maintenance:	$15.27	($15.27)

PERFORMANCE INDICATORS

FINANCIAL

R/C = Operating Revenue / Total Operating Cost	13%
Net Operating Cost/Capita	$2.88
Municipal Net Cost/Capita	$0.84
Share of Net Cost - Provincial	71%
- Municipal (incl. Donations)	29%

EFFICIENCY
(Dedicated Service Only)

Cost/Hour	$36.40
Cost/Kilometre	$2.27
Maintenance Cost/Kilometre	$0.250

SERVICE

Registrants/Capita:	0.100
Revenue Vehicle Hours/Capita:	0.080
Trips/Capita:	0.382
Trips by Non-Dedicated Service:	8%

EFFECTIVENESS

COST/TRIP - Dedicated	$8.96
- Non-Dedicated	$2.50

LABOUR PRODUCTIVITY

Hours/Operator	1,567

SERVICE UTILIZATION

Trips/Hour	4.1
Kilometres/Hour	16.0
Average Kilometres/Trip	3.9
Trips/Registrant	38.3
Unaccommodated Trip Requests	0.4%
Cancellations	12.4%
No-Shows	0.1%

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	1,198
Kilometres/Vehicle	19,196

PERFORMANCE INDICATORS

FINANCIAL

R/C = Total Revenue x 100 / Total Cost

Net Operating Cost/Capita = Net Operating Cost / Population Served

Share of Net Cost

- Provincial = Provincial Share / Net Operating Cost

- Municipal = Municipal Share + Donations / Net Operating Cost

EFFICIENCY
(Dedicated Service Only)

Cost/Hour = Dedicated Operating Cost / Revenue Vehicle Hours

Cost/Km = Dedicated Operating Cost / Revenue Vehicle Km

Maintenance Cost/ Kilometre = Maintenance Cost / Revenue Vehicle Km

SERVICE

Registrants/Capita = $\frac{\text{Total Registrants - Other}}{\text{Population Served}}$

Revenue Vehicle Hours/Capita = $\frac{\text{Revenue Vehicle Hours}}{\text{Population Served}}$

Trips/Capita = $\frac{\text{Total Trips - Total Attend. - Total Other Trips}}{\text{Population Served}}$

Trips by Non-Dedicated Service = $\frac{\text{Total Non-Ded. Trips - Non-Ded Attend. - Non Ded. Other}}{\text{Total trips - Total Attendants - Total Others}}$

EFFECTIVENESS

Cost/Trip - Dedicated = $\frac{\text{Total Dedicated Cost}}{\text{Total Ded. Trips - Ded. Attendants - Ded. Other}}$

- Non-Ded. = $\frac{\text{Total Non-Dedicated Cost}}{\text{Total Non-Ded Trips - Non-Ded Attend. - Non-Ded Other}}$

LABOUR PRODUCTIVITY

Hours/Operator = $\frac{\text{Revenue Vehicle Hours}}{\text{No. of Op. Full Time} + \left(\frac{\text{Op. Part Time} + \text{Shared + Vol}}{2}\right)}$

SERVICE UTILIZATION

Trips/Hour	=	Total Dedicated Trips - Ded. Attendants - Ded. Other Revenue Vehicle Hour
Kilometres/Hour	=	Revenue Vehicle Km Revenue Vehicle Hours
Average Kilometres/Trip	=	Revenue Vehicle Km Total Ded. Trips - Ded. Attendants - Ded. Other
Trips/Registrant	=	Total Trips - Total Attendants - Total Others Total Registrants - Other Registrants
Unaccomodated Trip Requests	=	Unaccomodated Trips Total Trips - Total Attendants - Total Others
Cancellations	=	Cancelled Trips Total Trips - Total Attendants - Total Other
No-Shows	=	No Show Trips Total Trips - Total Attendants - Total Other

VEHICLE UTILIZATION
(Dedicated Service Only)

Revenue Hours/Vehicle	=	Revenue Vehicle Hours Total Vehicles
Kilometre/Vehicle	=	Revenue Vehicle Km Total Vehicles

HANDY REFERENCE COMPARISON

Population Served

Less than 10,000
Burk's Falls, Dryden, Espanola, Paris.

10,000 to 100,000
Ajax-Pickering, Amherstburg, Anderdon & Malden, Barrie, Belleville, Brantford, Brockville, Cambridge, Chatham, Cobourg, Collingwood, Cornwall, Elliot Lake, Guelph, Halton Hills, Hanover, Kenora,Keewatin,Jaffray & Melick, Kingston & Kingston Twp, Leamington, Lindsay, Milton, Newcastle, Newmarket, Niagara Falls, North Bay, Oakville, Orillia, Owen Sound, Peterborough, Pembroke, Port Hope, Renfrew, Richmond Hill, Sarnia-Pt. Edward, Sault Ste. Marie, Scugog-Uxbridge, Stratford, Sudbury, Timmins, Vaughan, Victoria County, Welland, Whitby, Woodstock.

100,000-200,000
Burlington, Markham, Oshawa, St. Catharines, Thunder Bay.

Greater than 200,000
Halton Region, Hamilton-Wentworth, Kitchener-Waterloo, London, Ottawa-Carleton, Peel, Toronto, Windsor/Sandwich-West.

Fleet Size

Under 3 Vehicles
Amherstburg, Anderdon & Malden, Belleville, Brockville,Burk's Falls Cambridge, Chatham, Cobourg,Collingwood, Cornwall, Dryden, Elliot Lake , Espanola, Gore Bay, Halton Hills, Halton Region, Kenora, Keewatan,Jaffray & Melick, Leamington, Lindsay, Milton, Newcastle, Niagara Falls, Orillia, Owen Sound,Paris,Pembroke, Port Hope, Renfrew, Richmond Hill, Scugog-Uxbridge,Stratford, Stratford,Timmins, Vaughan, Victoria County,Welland,Timmins, Woodstock.

3 to 10 Vehicles
Ajax-Pickering, Barrie, Brantford, Burlington, Guelph, Hanover, Markham, Newmarket, North Bay, Oakville, Oshawa, Peterborough, Sarnia-Pt. Edward, Sault Ste. Marie, St. Catharines, Sudbury, Whitby.

10 to 25 Vehicles
Kingston & Kingston Twp,Kitchener-Waterloo, London, Peel, Thunder Bay, Windsor/Sandwich West.

Greater than 25 Vehicles
Hamilton-Wentworth, Ottawa-Carleton, Toronto.

Scheduling and Dispatching

Manually
Amherstburg, Anderdon & Malden, Barrie, Belleville, Brantford, Brockville,Burk's Falls, Burlington, Cambridge, Chatham, Cobourg,Collingwood, Cornwall, Dryden, Elliot Lake, Espanola, Guelph, Halton Hills,Halton Region, Hanover, Lindsay, Markham, Milton, Newcastle, Niagara Falls, Oakville, Orillia, Oshawa, Owen Sound, Paris,Pembroke, Peterborough,Port Hope , Renfrew, Richmond Hill, Sault Ste. Marie, Scugog-Uxbridge, Stratford, Thunder Bay, Timmins, Whitby, Woodstock.

Computer Assisted
Hamilton-Wentworth, Kenora,Keewatin,Jaffray & Mallick, Kitchener-Waterloo, London, Newmarket, North Bay, Ottawa-Carleton, Peel,St. Catherines, Sudbury,Welland, Toronto.

Combination
Ajax-Pickering, Kingston, Leamington, Sarnia-Pt. Edward, Vaughan, Windsor & Sandwich West.

Municipalities Using Non-Dedicated Services

Barrie, Burlington,Cambridge, Hamilton-Wentworth, Kenora, Kingston, Kitchener-Waterloo, Markham, Milton, Oshawa, Peel, Peterborough, Renfrew, Richmond Hill, Stratford, Sudbury, Thunder Bay, Toronto, Vaughan, Windsor, Woodstock.

Service Start

Prior to 1979
Brantford, Burlington, Cambridge, Chatham, Dryden, Guelph, Hamilton-Wentworth, Kingston, Kitchener-Waterloo, London, Niagara Falls, Oshawa, Ottawa-Carleton, Paris, Sault Ste. Marie, Stratford, Sudbury, Thunder Bay, Timmins, Toronto, Windsor/Sandwich West.

Since 1979
Amherstburg, Anderdon & Malden, Ajax-Pickering, Barrie, Belleville, Brockville,Burk's Falls, Cobourg,Collingwood, Cornwall, Elliot Lake Espanola, Halton Hills, Halton Region, Hanover, Kenora,Keewatin, Jaffray & Melick, Leamington, Lindsay,Markham, Milton, Newcastle, Newmarket, North Bay, Oakville, Orillia, Owen Sound, Peel,Pembroke, Peterborough, Port Hope, Renfrew, Richmond Hill, Sarnia-Pt. Edward, Scugog-Uxbridge, St. Catharines, Vaughan,Victoria County, Welland, Whitby, Woodstock.

Vehicle Maintenance

By Municipality
Ajax-Pickering, Burlington, Cambridge, Cornwall, Elliot Lake, Espanola, Gore Bay, Halton Region, Kenora,Keewatin, Jaffray & Melick, Kitchener-Waterloo, Markham, North Bay, Peterborough, Richmond Hill, Sarnia-Pt. Edward,Welland,Woodstock.

By Transit Authority
Brantford, Niagara Falls, Oakville, Sault Ste. Marie, St. Catharines, Timmins, Toronto.

By Operator
Barrie, Belleville, Brockville, Chatham,Collingwood, Dryden, Halton Hills, Hanover , Lindsay, London, Milton, Orillia, Ottawa-Carleton, Owen Sound, Peel, Pembroke, Port Hope, Renfrew, Sudbury,Toronto.

Contracted out
Cobourg, Guelph, Hamilton-Wentworth, Kingston & Kingston Twp, Leamington, Markham, Newcastle, Newmarket, Oshawa, Paris, Scugog-Uxbridge, Stratford, Thunder Bay, Vaughan,Victoria County, Whitby, Windsor/Sandwich West.

Comparison to Conventional Transit

Same hours of service
Barrie, Brockville, Burlington, Cornwall, Ottawa-Carleton, Milton, Sarnia-Pt. Edward.

Same fare structure
Ajax-Pickering, Belleville, Brantford, Brockville, Burlington,Collingwood, Dryden, Elliot Lake, Guelph, Hamilton, Kitchener-Waterloo, Markham, Milton, Oakville, Ottawa, Owen Sound,North Bay, Oshawa, Peel,
Peterborough, Richmond Hill, Sarnia-Pt. Edward, Sudbury, St. Catharines, Timmins, Toronto, Wellend.

Same Operators Wage Rates
Ajax-Pickering, Burlington, Cambridge,Collingwood, Cornwall, Oakville, Peterborough, Sarnia, Sault Ste. Marie, St. Catharines, Welland, Woodstock.

Volunteer Contribution

Brantford,Burk's Falls, Gore Bay, Hamilton-Wentworth, Kenora,Keewatin, Jaffray & Mallick, Niagara Falls, North Bay.

Population Density

Total population/ha

Under 5
Amherstburg Anderdon & Malden, Ajax-Pickering, Brockville, Burk's Falls,Collingwood, Dryden, Espanola, Halton Hills,Halton Region, Kenora,Keewatin, Jaffray & Mallick, Newcastle, Niagara Falls, North Bay, Sault Ste. Marie, Scugog-Uxbridge, Sudbury, Thunder Bay, Timmins, Vaughan, Whitby.

5 to 10
Barrie, Burlington, Cambridge, Cobourg, Cornwall, Hamilton-Wentworth, Lindsay, Markham, Owen Sound, Paris, Peel, Renfrew, Welland.

10 to 15
Belleville, Brantford, Chatham, Elliot Lake, Guelph, Kingston & Kingston Twp, Newmarket, Oakville, Orillia, Peterborough, Port Hope, Sarnia-Pt. Edward, St. Catharines, Stratford, Woodstock.

Greater than 15
Kitchener-Waterloo, Leamington, London, Milton, Oshawa, Ottawa-Carleton, Richmond Hill, Toronto.

Eligibility Criterion

Unable to board
Ajax-Pickering, Barrie, Burlington, Chatam, Gore Bay, Guelph, Halton Region, Hanover, Kingston & Kingston Twp, Kitchener-Waterloo, Leamington, London, Milton, Newmarket, Oakville, Orillia, Peel,Pembroke, Peterborough, Port Hope, Richmond Hill, Sarnia-Pt. Edward, Sault Ste. Marie, Sudbury, Timmins, Vaughan, Windsor/Sandwich West.

Unable to use
Barrie, Belleville, Brantford, Brockville,Burk's Falls, Cambridge, Chatham, Cobourg,Collingwood, Elliot Lake,Gore Bay, Halton Hills, Hanover, Halton-Hills, Kitchener-Waterloo, London, Markham, Milton, Niagara Falls, North Bay, Peel, Peterborough,Pembroke, Port Hope, Richmond Hill, St. Catharines, Stratford, Toronto, Victoria County, Welland.

Unable to use with dignity
Amherstburg, Barrie, Chatam, Cornwall, Espanola, Hamilton-Wentworth, Hanover, Kenora,Keewatin, Jaffray & Mallick, Lindsay, Newcastle, Oshawa, Owen Sound, Paris,Pembroke, Port Hope, Renfrew, Scugog-Uxbridge, Thunder Bay,Victoria County, Welland, Whitby, Woodstock.

Service Type

Door to door
Ajax-Pickering, Brantford, Brockville, Cornwall, Dryden, Elliot Lake, Espanola,Gore Bay, Hamilton-Wentworth, Hanover, Kingston & Kingston Twp, Markham, Orillia, Thunder Bay, Timmins,Victoria County, Welland.

Curb to curb
Amherstburg, Belleville, Chatham, Cobourg, Halton Hills, Leamington, Newmarket, Niagara Falls, North Bay, Richmond Hill, Sault Ste. Marie, Vaughan, Windsor/Sardwich West, Woodstock.

Accessible door to accessible door
Barrie, Burlington, Cambridge,Collingwood, Guelph, Halton Region, Kenora,Keewatin, Jaffray & Mallick, Kitchener-Waterloo, Lindsay, London, Milton, Newcastle, Oakville, Oshawa, Ottawa-Carleton, Owen Sound, Paris, Peel,Pembroke, Peterborough, Port Hope, Renfrew, Sarnia-Pt. Edward, Scugog-Uxbridge, St. Catharines, Stratford, Sudbury, Toronto,Welland, Whitby, Woodstock.

No Minimum Call In Time

Barrie, Brockville,Collingwood, Gore Bay, Guelph, Halton Region, Hamilton-Wentworth, Kingston, Markham, Owen Sound, Port Hope, Renfrew, Sudbury, Toronto.

No Maximum Call In Times

Amherstburg,Anderdon & Malden, Brockville,Burk's Falls, Burlington, Cobourg,Collingwood, Espanola, Gore Bay, Hamilton-Wentworth, Lindsay, Markham, Milton, Niagara Falls, Owen Sound, Peel,Pembroke, Port Hope, Renfrew, Victoria County,Woodstock.

Operated By

Municipality
Ajax-Pickering, Burlington,Burk's Falls, Cambridge, Cornwall,Elliot Lake, Espanola,Gore Bay, Kenora,Keewatin, Jaffray & Mallick, Markham, Newmarket, Niagra Falls, North Bay, Oakville, Peel, Peterborough, Richmond Hill, Sarnia-Pt. Edward, Sault Ste. Marie, St. Catharines, Timmins, Vaughan, Welland, Woodstock.

Non-profit group
Amherstburg,Anderdon & Malden, Barrie, Brantford, Cobourg, Dryden, Guelph, Hamilton, Hanover, Kingston & Kingston Twp, Kitchener-Waterloo, Leamington, Newcastle, Newmarket, Niagara Falls, North Bay, Oshawa, Pembroke, Port Hope, Renfrew, Scugog-Uxbridge, Stratford, Thunder Bay,Victoria County, Whitby, Windsor & Sandwich West.

Profit oriented contractor
Belleville, Brockville, Chatham, Collingwood, Halton Hills, Halton Region, Lindsay, London, Markham, Milton, Newcastle, Orillia, Oshawa, Ottawa, Owen Sound, Scugog-Uxbridge, Sudbury.